

Business Lines

INFORMATION BROKERAGE

Environment

Increasingly, government bodies are making more information available online to improve community access to government information and services. Combined with an increased customer expectation of availability, there has been a significant growth in the market of online information and access methods, which has created opportunities for information brokers. At the same time the movement of capital from equity markets to property, and the on-going property boom has seen a growth in the transaction market, which should continue through the next financial year.

Perhaps the greatest risk to information brokerage is the tightening of privacy laws. Advocates in this area are influencing information providers to increase the barriers to information access.

Key Contracts and Initiatives

Several new systems became available on CITEC Confirm during the year. These were the Telco Cable Search, Settlement Booking System, and the Written-off Vehicle Register Search. These services complement our existing product range. CITEC also initiated co-branding with leading industry vendors to expand market opportunities.

Throughout the year CITEC forged strong relationships within the information sector. We began working with Legalink to offer a complete service to our clients including both online and manual searching of legal databases.



Rhonda Cunningham
Director Information Brokerage

The Information Brokerage marketplace continues to flourish with more information becoming available to the consumer every day.

We have also been working closely with Dun and Bradstreet, Anstat and Australian Property Monitors to explore co-branding opportunities. These partnerships have allowed CITEC Confirm to gain access to additional services while also delivering new business opportunities through our partners' client base.

Outlook

The Information Brokerage marketplace continues to flourish with more information becoming available to the consumer every day. Our challenge is to ensure this information reaches clients in a timely manner.

We will be releasing several new databases including e-Filing through the County Court of Victoria, and document lodgement through the Queensland Magistrates Court. We will launch Victoria Police, Northern Territory Land, and several other searches in the coming year, and provide enhanced functionality to existing searches. CITEC Confirm plans to expand operations off shore in the coming year.

CITEC's dedicated Service Centre and CITEC Confirm Hotline call centre staff provide assistance and advice to clients



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Revenue by Business Lines

Year ended 30 June 2003

