

Business Lines

INFRASTRUCTURE MANAGEMENT

Environment

Infrastructure Management continues to be a key requirement for CITEC customers and is our largest business line. The year saw an increased customer focus on security, cost management and IT Service Management.



Peter Geale
Director
Infrastructure
Management

CITEC focussed on cost management during the year and realised significant cost reductions across several of CITEC's key inputs (in particular telecommunications). This resulted in reduced prices and increased return on investment for our customers.

Key Contracts and Initiatives

Infrastructure Management continued to perform strongly, securing new business and re-signing existing business across all sales verticals; re-invigorating existing products and releasing a range of new and innovative products and services.

In January 2003, CITEC launched Email Screening Solutions (ESS) in partnership with global e-security company MessageLabs. Comprising Email Anti-Virus, Email Anti-Spam and Email Anti-Porn, ESS is a key component of CITEC's managed security services offering. Clients already benefiting from ESS include Sunwater, Enertrade, Q-Super and Motorama.

In April 2003, CITEC released an Internet based Virtual Private Network (VPN) product, ReadyAccess Internet VPN (RA I VPN). Enhancing the standard 'private dial in' remote access service, CITEC's RA I VPN solution enables businesses to securely run their Intranets over a broadband Internet connection with the assurance of the same security, quality of service, reliability and manageability as in their own private networks. Client uptake has been strong, with companies such as Sydney Water, Rentokil Initial, Q-Comp and Project Services currently using the RA I VPN service.

Partners continue to be critical to CITEC's success in delivering end-to-end infrastructure management solutions. Cisco Systems, Citrix, EMC, Hewlett-Packard, Hitachi Data Systems, IBM, MessageLabs, Microsoft, Optus, StorageTek, Sun Microsystems, Symantec, and Telstra Wholesale, are all CITEC partners.

In September 2002, CITEC was officially accredited as a Microsoft Gold Certified Partner for Enterprise Systems - 2002. In addition to this certification, CITEC now has the largest number of Microsoft accredited staff within Queensland.

CITEC's Managed Security Services and maturing Utility Computing Solutions will continue to be a strong growth element of CITEC's Infrastructure Management business.

Also in September 2002, CITEC achieved the VPN Security Specialisation under Cisco's Premier Certified Partner Program. The VPN Security Specialisation supports CITEC's key focus on secure VPNs and information security.

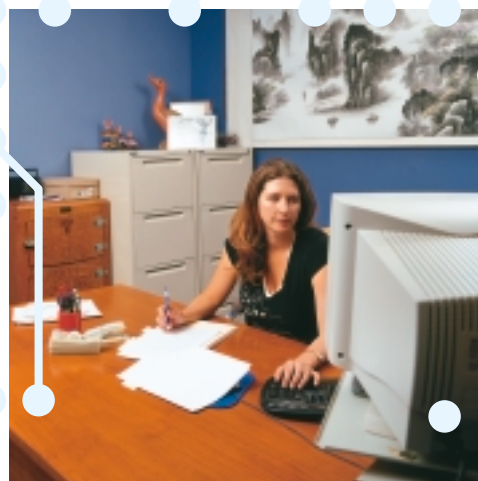
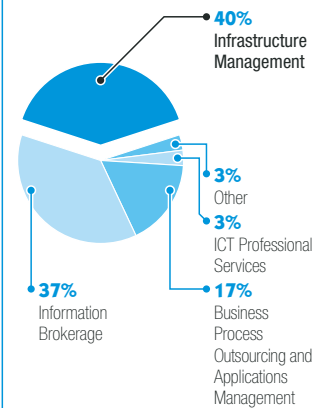
Outlook

Managed Infrastructure Services will continue to exhibit strong positive growth, driven by a focus on security, utility computing, cost management, and IT Service Management.

CITEC's Managed Security Services and maturing Utility Computing Solutions will continue to be a strong growth element of CITEC's Infrastructure Management business and will remain a cornerstone of CITEC's overall business value.

The development of CITEC's next generation Corporate Services Network® will enable CITEC to deliver new quality of service-based solutions to support IP telephony, multimedia and mission critical applications. This ability to prioritise information across communication networks will be delivered from CITEC's secure Network Management Centre.

INFRASTRUCTURE MANAGEMENT
Revenue by Business Lines
Year ended 30 June 2003



« CITEC launched Ready Access Internet VPN in April 2003