



» Operational Reports

Industry Verticals

Resources and Utilities



Tony Smith
Director, Resources and Utilities

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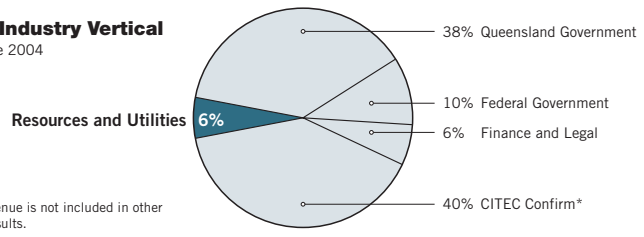
» Environment

Many benefits are derived from the rich supply of resources located in Australia. The country has a world class mining industry and is a leader in mineral and energy production. Often the rise in employment in rural areas is linked to growth in mining and associated projects. The Smart State vision for Queensland has been stimulated by the expansion of industries such as mineral processing and refining of petroleum. Based on ABS survey data, capital expenditure in the mining industry nationally is growing. The outsourcing of non-core activities has become increasingly popular in the mining and utilities industries.

Utility providers are faced with the need to conserve precious resources while at the same time delivering better solutions to their clients. They are continually looking for new systems which can offer business efficiencies and service improvements. CITEC continues to cement its relevance to the sector by providing innovative business solutions that deliver real benefits to the participants.

The focus during 2003/04 was to grow existing client relationships through the provision of value-added services and technology upgrades, as well as attracting new clients. The resources and utilities sales team succeeded in both areas, growing revenue by 23% over the previous financial year. This focus will continue to provide sustainable growth in 2004/05.

» Revenue by Industry Vertical Year ended 30 June 2004



* CITEC Confirm revenue is not included in other industry vertical results.

» Key contracts and initiatives

Sydney Water

In April 2004, CITEC announced that it had reinforced its market presence in Sydney with the signing of a new agreement with Sydney Water for the management of its Wide Area Network (WAN), provision of Internet services, remote access and carrier services. The agreement, which is a multimillion dollar, multi-year contract, will be delivered using CITEC's new IP network and continues a relationship which started in 1996. This new contract will provide Sydney Water with enhanced levels of security, availability, flexibility and value-for-money services. The relationship with Sydney Water has grown steadily over the last eight years, with the network growing to provide connectivity to some 70 sites.

SunWater

CITEC consolidated its business relationship with SunWater last year, assisting with the significant growth of its network and supplying innovative solutions to business problems. In particular, SunWater wanted to add resiliency to the architecture for its critical online business tool, which provides water supply and billing information to its users across Queensland. CITEC responded with a fully managed service, providing optimum redundancy through failover capability within CITEC's high security shared hosting Local Area Network (LAN). CITEC continues to assist SunWater in other areas, and looks forward to further cementing its valued relationship.

Xstrata Copper

CITEC strengthened its ties with Xstrata Copper in June 2004 by signing a new contract to provide data network management for an additional five-year term. The provision of this service is critical for supplying connectivity to company operations around Queensland, the Northern Territory and Argentina. CITEC was able to respond with the solution because of its strong local presence and understanding of the logistics associated with managing a network in this type of environment. This contract will take CITEC into its 11th year of service to Xstrata Copper.

» Going forward

With the success of 2003/04 behind us, the resources and utilities sales team is now focused on several large outsourcing opportunities in the next financial year. With a strong sales pipeline ahead, CITEC is looking forward to another year of significant growth from resources and utilities.



» Through SunWaterOnline, CITEC is enabling SunWater to lead the industry in allowing its rural customers to manage their businesses better and more efficiently.

Now, with information available at any hour of the day, SunWater's rural customers have the ability to manage their water needs with greater accuracy and flexibility. With CITEC's help, SunWater can deliver irrigation water to the thousands of rural customers who depend on them.

