

» Operational Reports

Business Lines

Infrastructure Management



Craig Binnington
Director, Infrastructure Management

CITEC's continued focus on business efficiencies realised significant cost reductions across several of our key inputs, and resulted in reduced prices and increased return on investment for our clients.

» Environment

Infrastructure management continues to be a key requirement for CITEC clients and is one of CITEC's strongest performing business lines. The year saw an increased client focus on security and risk management, architecture consolidation and revitalisation, cost management and IT service management, with CITEC continuing to offer innovative IT and business solutions to meet these specific challenges.

The ICT industry maintains that improving infrastructure performance and productivity is a top priority, and CITEC, in partnership with leading vendors, is offering greater flexibility and innovation in technical architecture, solution development and commercial engagement (eg. utility computing) to address industry requirements.

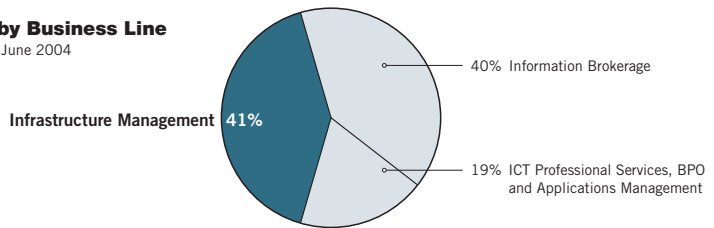
CITEC's continued focus on business efficiencies realised significant cost reductions across several of our key inputs (in particular telecommunications), and resulted in reduced prices and increased return on investment for our clients.

» Key contracts and initiatives

Infrastructure Management continued to perform strongly, securing new business and renewing existing business across all sales verticals, re-invigorating existing products and releasing a range of new and innovative products and services. Rabobank, Sydney Water, Star Track Express, Ricoh, ORIX Australia and the Public Trustee of Queensland re-signed as major CITEC managed network clients during the year, reaffirming CITEC's dominance in the networks space.

» Revenue by Business Line

Year ended 30 June 2004



Rabobank extended its engagement with CITEC to include the facility management of fixed and mobile services in Australia and New Zealand, including the resale of fixed voice services in Australia.

Partners that continue to be instrumental to CITEC's success in delivering end-to-end infrastructure management solutions are CISCO Systems, CITRIX, EMC, Hewlett-Packard, Hitachi Data Systems, IBM, MessageLabs, Microsoft, Optus, StorageTek, Sun MicroSystems, Symantec and Telstra Wholesale.

CITEC continued to invest in developing new infrastructure management products and services during the year. Our national Corporate Services Network (CSN®) was successfully deployed. We also continued with the resale and management of fixed voice services, and launched a new world class data centre facility in Sydney.

Utility computing, a pay-as-you-go service offering, is attracting increased market interest, as companies continue to seek new ways to reduce the cost and complexity of their infrastructure. With mature "utility computing" offerings around managed mainframe and managed networking solutions, and an early market entry around a managed Unix solution, CITEC is well positioned to make this model a commercial reality for our clients.

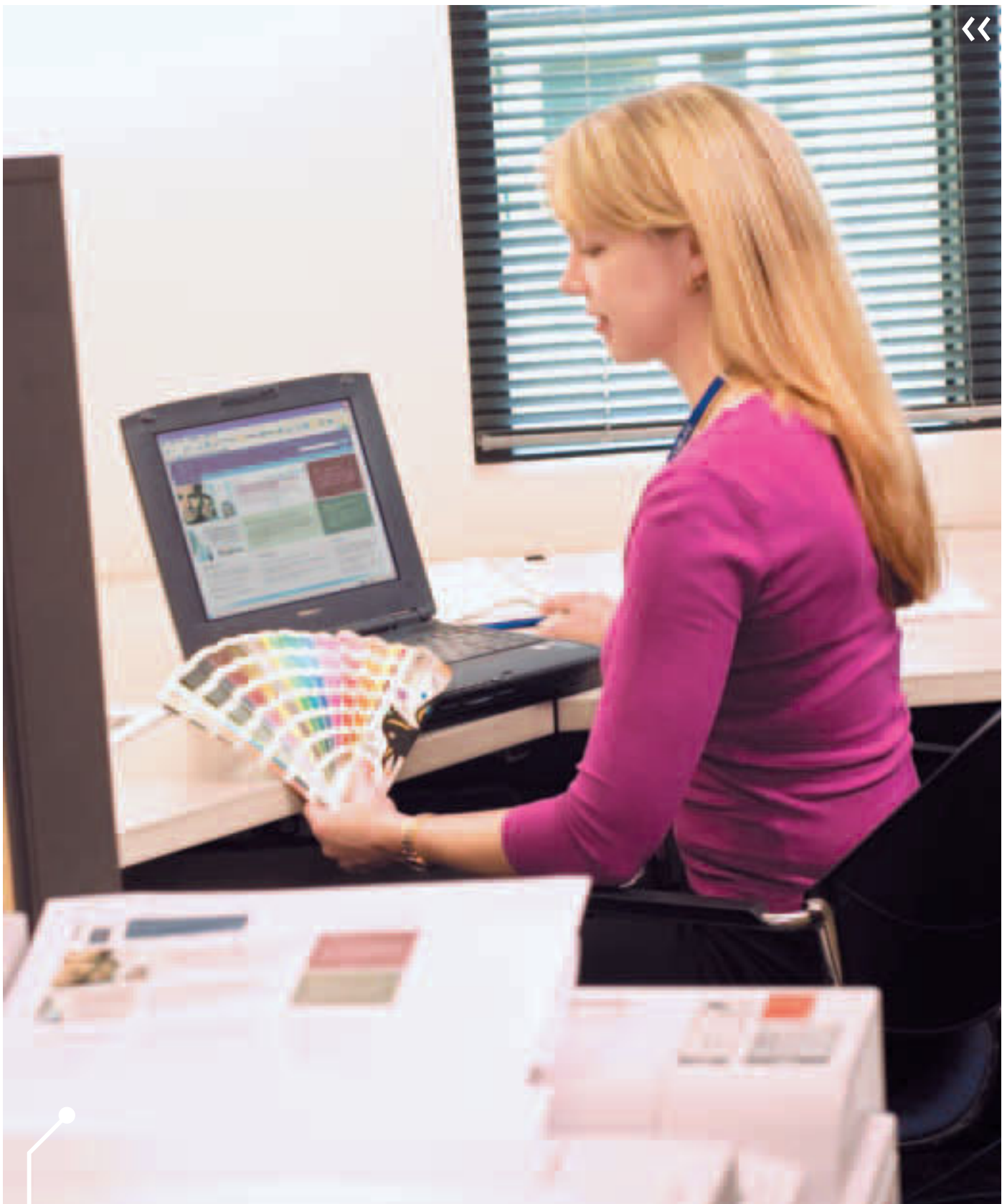
» Going forward

The ICT industry continues to hold a positive view of outsourcing, with more organisations engaging in selective outsourcing models to gain greater leverage and flexibility with their partners.

Managed infrastructure services will continue to exhibit strong growth, driven by security, utility computing, cost management, and an ICT service management focus.

CITEC's managed network services, managed security services and rapidly maturing utility computing solutions will continue to be a strong growth element of CITEC's infrastructure management business, and will remain cornerstones of CITEC's overall business value.

Infrastructure Management will work closely with our key partners, and continue to invest in developing innovative products and services to enable CITEC to remain a leader in managed infrastructure management solutions.



» “We recently renegotiated contracts with CITEC on the basis of their proven ability to cost effectively manage our entire WAN infrastructure. Their responsiveness, solid technical expertise and clear understanding of our business imperatives were invaluable in ensuring a recent smooth migration of our entire WAN infrastructure from Frame Relay to IP-Connect. “This move has allowed us to deliver significantly faster system response to our customers and users for no material increase in cost, as well as deploy a network infrastructure that is scaleable to meet the growth of Ricoh’s business over the next few years.”

Rob Livingstone
CIO Ricoh Australia & New Zealand