

About CITEC

CITEC has become a leading force in Australian information and communications technology (ICT) outsourcing. Today, we provide the infrastructure behind some of the country's most powerful organisations, enabling them to successfully evolve and compete in the networked economy.

Your core business might not be ICT but it has become essential to running a successful business. CITEC enables companies to extend the reach and efficiency of their corporate ICT department by ensuring that ICT systems are run flexibly and cost effectively.

From opening an application on a desktop to backing-up and storing data, CITEC provides a total ICT solution allowing logical communication between people, processes and technology.

» Our clients

More than 3,000 organisations rely on CITEC to ensure their business success. Our clients span a wide range of industries including professional services, legal, finance, government, manufacturing, utilities and resources, locally and nationally.

CITEC's 600-strong team of business and technology experts assist clients to use best practice technology solutions, enabling them to better tackle opportunities, overcome challenges and succeed in delivering business outcomes.

CITEC is now recognised as the second largest Australian-owned information systems outsourcer (IDC:2002) and has offices in Brisbane, Sydney, Canberra and Melbourne. CITEC is also ranked eighth on global ICT research analyst company IDC's Australian Outsourcing Market, Top Ten Players, 2003.

» Our business lines

CITEC provides one of the most comprehensive ranges of products and services available in the Australian ICT outsourcing market. Our expertise in the areas of business process outsourcing, applications management, ICT professional services, infrastructure management and information brokerage allows CITEC to approach each challenge with a tailored, flexible and efficient solution to help move your business forward.

» CITEC's Business Model

Industry Vertical	Industry Vertical	Industry Vertical	Industry Vertical	Industry Vertical
Finance and Legal	Queensland Government	Federal Government	Resources and Utilities	Other
Business Line Business Process Outsourcing and Applications Management				
Business Line ICT Professional Services				
Business Line Infrastructure Management				
Business Line Information Brokerage (CITEC Confirm)				

Business process outsourcing/ applications management

When an organisation decides to use an external provider to enable business processes, it turns to an expert such as CITEC for the solution.

From applications management through to full outsourcing, CITEC can demonstrate strong partnerships and experience.

CITEC hosts a range of financial, human resources, payroll and enterprise applications in our secure data centres and can deliver them, via a private network, or over the Internet.

We currently support more than 100 SAP installations and handle the payroll for more than 300,000 people monthly.

CITEC also provides hardware, software and service with a scalable capacity that allows our clients' systems to expand as their businesses grow.

ICT professional services

From audits to performance benchmarking, and from planning to deployment management, consulting services from CITEC's ICT Professional Services deliver business outcomes, on time and within budget.

CITEC's consulting professionals work with clients to analyse, scope and plan for their

future ICT business requirements. Specialising in planning, design and architecture, disaster recovery and risk management, our internationally accredited consultants can identify and measure problems and assist with decision processes involved with impending technology or business change.

Our vendor independence combined with our wide range of experience across various architectures, means you enjoy choice, reliability and value for money without compromising your business outcomes. Our approach ensures we understand your business needs, enabling us to deliver outstanding results.

Infrastructure management

CITEC provides quality building blocks – including PCs, servers, data storage, and network infrastructure – to deliver a cost effective, reliable and stable ICT foundation on which your business can build. CITEC's infrastructure management services provide the latest in service delivery technologies for end-to-end business solutions.

Whether it be as simple as housing important hardware in one of our purpose-built, secure data centres, hosting a mission critical application, or providing an entire IT services department, CITEC can offer services ranging from point to total end-to-end solutions, 24 hours a day, seven days a week.



CITEC fosters a culture of cooperation and responsiveness

Information brokerage

CITEC Confirm is the premier information provider for property conveyancing, loan processing, credit management, insurance fraud checks and a rapidly growing list of other vital due diligence tasks.

Through CITEC Confirm, organisations and individuals can search for information from a computer in their home or office via the Internet or CITEC's virtual private network, and have the search results delivered to their desktops. Currently, CITEC Confirm offers more than 400 different transaction types to meet the needs of clients in a variety of industries including legal, banking and finance, insurance, local government, credit management and commercial agencies.

» Our partnerships

CITEC is proudly certified, accredited or has established relationships with the following industry partners:

- » **Accenture**
- » **Anstat**
- » **Aurion**
- » **Avnet**
- » **Baycorp Advantage**
- » **BEA**
- » **CISCO – Premier Certified Partner**
- » **CITRIX – Silver Solutions Partner**
- » **Conveyancing Works**
- » **Docent**
- » **Dun & Bradstreet**
- » **EDS**
- » **EMC**
- » **Equinix**
- » **Expert Is**
- » **HDS**
- » **HP**
- » **IBM**
- » **Interwoven**
- » **Legalink**
- » **MessageLabs – Silver Partner**
- » **Microsoft – Certified Gold Partner**
- » **Mincom**
- » **MSI Business Systems**
- » **OPTUS Wholesale**
- » **Oracle**
- » **PowerTel**
- » **RSA Security**
- » **Request**
- » **SAP**
- » **SBI**
- » **Spherion**
- » **StorageTek**
- » **SUN Microsystems**
- » **Symantec**
- » **Synergy Plus**
- » **Technology One**
- » **Telstra Wholesale**

» Our people

As a CITEC client, you will find an extensive bank of expertise across a wide range of technologies, right at your fingertips. Our qualified and certified specialists are expert across a range of platforms and supporting technologies including Unix (Solaris, HP-UX and AIX), BSD, Linux, and Windows servers; firewalls (Checkpoint Firewall-1, CISCO Pix, Symantec Raptors, Netscreen, Gauntlet, IPTables and FWTK); Cisco network infrastructure; Sendmail, Postfix and Exchange email servers; Oracle, MySQL, and SQL Server databases; Apache, IIS and Sun Java Server web servers; various proprietary and open-source software; XML, and programming languages such as Perl, Java, C, C++, and COBOL.

Our experts are also adept at understanding new technologies and products. Our energetic graduate recruitment program also ensures we attract the best talent on offer.

This expertise is complemented by CITEC's strong service management culture. Our staff are trained in best practice methods for project management, service management and quality assurance, through a range of national and international certification bodies.

From legacy systems support to major infrastructure upgrades, our employees' technical expertise encompasses all levels of ICT service delivery.

» Our service

CITEC is committed to achieving the highest possible level of client satisfaction by continually exceeding our clients' expectations. In order to reach this goal, CITEC is focused on improving its strategic, tactical and operational processes.

We do this by ensuring consistent direction, focus and alignment across our service improvement programs and projects. CITEC has embraced a balanced, best practice approach to controlling the three key organisational elements of people, processes and technology in order to provide a solid framework for growth and continued success.



CITEC staff provide expertise across a range of platforms and supporting technologies

We call this approach our Service Improvement Framework.

As part of our commitment to service improvement, our **people** participate in ServiceEdge, a structured program that develops, nurtures and reinforces a CITEC-wide service culture.

Our **processes** align with the internationally recognised Information Technology Infrastructure Library (ITIL) best practice framework, which is a key service improvement initiative to ensure a common language and process to improve CITEC's service support and delivery. We now have one of the highest concentrations of ITIL-trained staff in Australia.

HP OpenView, the **technology** toolset that enables integrated service management, provides our clients with unparalleled visibility and control of their business systems.

At CITEC we aim to foster a culture of cooperation and responsiveness. Testimony to our service excellence is our high level of customer loyalty and retention.