

# Corporate Performance Summary

## Highlights and Achievements

In 2003/04 CITEC:

### » Market Performance

Reported a full turnaround in performance for the 2003/04 fiscal year, recording a before-tax profit of \$2.7m.	Climbed the list of global ICT research analyst company IDC's Australian Outsourcing Market, Top Ten Players, 2003 from tenth to eighth position.
Reported \$126.8m in revenue, of which \$15m was reinvested in the business for the implementation and delivery of client and business projects.	Maintained its position as the second largest Australian-owned outsourcer, positioning CITEC as a significant player in the industry.

### » New and Renewed Contracts

Was appointed as Rabobank's supplier of network, mobile and voice services in both Australia and New Zealand for a three year period. Rabobank was among several organisations to sign up for CITEC's new IP Network Service, Site-to-Site (S2S) IP Connect. The Rabobank deal includes the resale of voice services in Australia, management of voice services in New Zealand and management and hosting of mobile services in Australia and New Zealand.	Continued its long-standing relationship with Sydney Water with a contract renewal for the provision of Wide Area Network (WAN) Services. The renewal, which includes additional services and sites, is valued at approximately \$7m over three years.
Renewed its contract with Suncorp-Metway Ltd for an expanded range of banking and insurance services through CITEC Confirm.	Renewed a contract with Star Track Express as a major network customer.
Won a major renewal contract with CorpTech, securing the business CITEC previously had with 18 separate Queensland Government agencies.	Extended its current contract for the supply of electronic payment services with Canberra Connect for another 12 months.
Signed an agreement with the Local Government Association of Queensland (LGAQ) to manage and host its new "LGOnline" system portal, providing the most comprehensive online information and knowledge management system available to local government in Australia.	Signed a five-year contract with Xstrata Plc for management of the firm's copper business networks. Xstrata Copper was looking for an organisation with a strong local presence and understanding of the logistics associated with managing a network in this type of environment.

### » New Product Development

Launched the Victorian County Court e-filing system through CITEC Confirm. CITEC also launched CITEC Confirm's online lodgement system for civil claims and requests for default judgments. The system is already being used by 19 Magistrates Courts across Queensland.	Launched Confirm Express, a new service where businesses and individuals can conduct one-off searches for company and business names, personal bankruptcy, telco cables, REVS and land; and professionals can order reports through the Victoria Police Traffic Incident and Crime Report Online system.
Strengthened its CITEC Confirm product portfolio with the signing of an agreement with Baycorp Advantage, increasing the number of individual searches to more than 500 and expanding access to include New Zealand and Asian searches.	Officially launched a new network infrastructure - Corporate Services Network (CSN®) that delivers enhanced levels of security, availability, flexibility, scalability and affordability. CITEC first piloted the technology 12 months ago, servicing the bulk of Sydney Water's data traffic. Since then, other customers (ORIX Australia, Rabobank, Star Track Express and Public Trustee Service of Queensland) have signed up for CITEC's new national network connectivity product, known as Site to Site (S2S) IP Connect, delivered over the CSN®.
Formalised ICT Professional Services Consulting including a refocus on software development. CITEC's 80-strong software team developed a virtual tally room software package using J2EE for the Electoral Commission of Queensland. The system worked without a hitch on election night, with the Electoral Commission of Queensland's website peaking at over 2,900 hits per minute.	Evolved its own pay-for-use utility computing model covering a number of IT infrastructure elements including data storage, operation system management; hosting; and data centre services.

### » Service Improvement

Partnered with Equinix for co-location of its Sydney IT infrastructure. The partnership involves data centre and internet exchange services.	Developed the largest number of qualified IT Service Managers in Australasia and now have one of the highest concentrations of ITIL trained staff within one Australian organisation.
Became the first end-to-end IT services provider, and one of only 10 organisations in Australia, to achieve AS/NZS 7799.2:2003 certification. CITEC also maintained its world class security certification ISO9001:2000 following a compliance audit of the organisation's quality systems by SAI Global.	Launched new corporate Internet sites <a href="http://www.citec.com.au">www.citec.com.au</a> and <a href="http://www.confirm.com.au">www.confirm.com.au</a> , both highly scalable corporate sites with enhanced marketing, sales, partner, supplier and client service delivery.