

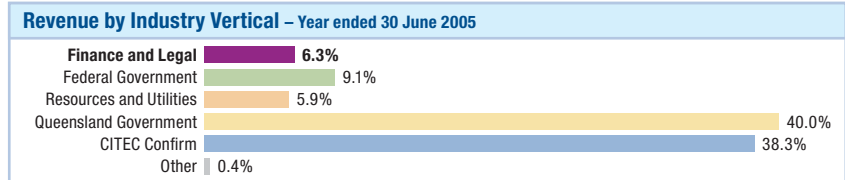
# Operational Reports → Industry Verticals

## Finance and Legal

Infrastructure management and information brokerage solutions from CITEC enable financial and legal institutions to meet their business demands and governance requirements in a highly regulated and competitive marketplace.



**Budhdev Chugh**  
Director, Financial and Legal Services



### Market Overview

The financial services industry is experiencing a new set of challenges driven by continuing globalisation and a highly regulated operating framework. International compliance requirements outlined by Basel II (the Revised International Capital Framework), the US Sarbanes-Oxley Act and anti-money laundering initiatives, coupled with guidelines on business continuity released by the Australian Prudential Regulation Authority (APRA), have elevated governance and risk management as key focus areas for the industry. The already tight linkages between technology and business operations, together with this regulatory regime, are changing the way institutions view ICT services.

Business-mandated ICT services continue to maintain their importance for the industry. From an operational risk perspective, this means a stronger focus on the key element of business continuity and its constituent components of disaster recovery, infrastructure resilience and network reliability. The trend for outsourcing in the industry has also shown a bias towards smaller and more focussed initiatives and an increased propensity for partnering between service providers to meet client requirements. CITEC has positioned itself well to take advantage of these changes and to emerge as a value-added ICT service provider and partner.

CITEC's information brokerage and infrastructure management solutions assist financial and legal institutions in meeting business demands and governance requirements in what is

a highly regulated and competitive marketplace. During 2004/05, CITEC revenues from this sector grew by 15 per cent. CITEC's focus during the year was to introduce a more resilient infrastructure offering for this changing marketplace and we have recently commenced offering these additional services to existing and potential clients with a view to further growing our market share in the industry.

### Key Contracts and Initiatives

#### EDS Australia

During 2004/05, CITEC signed a multi-year contract with EDS Australia to host Bank of Queensland's credit card application. This fully managed service is delivered from CITEC's data centres in Brisbane and facilitates Bank of Queensland credit card transactions on a 24/7 basis. This contract builds on our longer-term relationship with EDS and Bank of Queensland in providing operational support services and facilities management of ICT infrastructure to EDS in Queensland.

#### ORIX Australia

ORIX Australia is part of the global ORIX Group, one of the largest non-bank financial institutions in the world. In Australia, the company employs more than 500 staff and owns and manages assets worth over \$2 billion. In 2004 ORIX Australia upgraded its wide area networking solution to CITEC's IP based Site-to-Site (S2S) IP Connect, enabling greater flexibility and the opportunity to build on a platform designed to support converged networking technologies. Through our highly complementary network management solution, CITEC

is providing ORIX Australia's staff with seamless access to database information no matter where they are located.

#### Rabobank

Rabobank is the world's leading specialist in food and agribusiness banking. With its headquarters in Utrecht, the Netherlands, the bank provides financial services to over nine million clients worldwide through a network of more than 1,900 offices in 34 countries. In Australia, Rabobank operates in three core areas of the food and agribusiness banking market, providing finance, banking services and sophisticated banking products to farmers, primary producers, middle-market businesses and large co-operatives and corporations in the food and agribusiness industries.

In 2004/05 CITEC continued to provide integrated networking solutions to Rabobank, in addition to meeting the bank's growing demand for equipment hosting in CITEC's data centre located in Sydney.

#### Looking Forward

CITEC has positioned itself well in the growing markets of Queensland, New South Wales and Victoria by making investments in sales and infrastructure resources. The recent addition of a second data centre in Sydney enables CITEC to offer a dual site hosting facility, meeting the growing need for disaster recovery solutions in the finance and legal services industry. The focus for 2005/06 will be on growing our data centre customer base and leveraging our proven capability for security and disaster recovery services.



#### 1978

The heart of the SGCC computer complex is the Univac 1100/82 dual processor system, incorporating advanced semiconductor integrated circuitry which is well-suited to database operations. The databases maintained at SGCC are held on magnetic disc devices.



#### 1980

SGCC expands its service offerings to include network and data telecommunications. During the 1980s the IT industry underwent massive growth and change, and demand for computing services within the Queensland Government continued to increase.