



Case Study

EDUCATION QUEENSLAND

When Education Queensland needed to manage a WAN to provide network connectivity for 1,300 schools and offices spread across a vast geographical area, CITEC was chosen for its proven record in delivering reliable, cost-effective network connectivity solutions, strong help desk capability and because of its project and contract management expertise.

CITEC took responsibility for Education Queensland's WAN and additionally established a help desk to field all calls relating to network connectivity as part of the EdNet Phase 2 project which involves upgrading and replacing the department's WAN infrastructure.

In isolated areas, Education Queensland's computer facilities also play an important role in enabling remote communities to access the Internet. Therefore, a high availability and reliable network was an imperative.

CITEC is responsible for managing the contracts associated with five service providers involved in delivering WAN and Internet connectivity; and monitoring and reporting on the performance of these service providers against their service level agreements.

“We selected CITEC for their proven record in this space and their understanding of our special requirements to deliver technical services for metropolitan, regional and rural Queensland schools.”

Henk Vullers
Education Queensland



Case Study

STAR TRACK EXPRESS

CITEC has provided Star Track Express's main computer facility and maintained its wide area network (WAN) for over seven years. Dealing with more than 18.2 million deliveries a year, quality and reliability are key to Star Track's ongoing business success.

CITEC's fully managed WAN service links Star Track Express's extensive branch infrastructure and caters for an ever-increasing data flow in their freight management system. As an industry leader, Star Track Express needs information technology partners it can depend on.

“Quality of service is central to everything we do at Star Track Express and reliability of IT systems and infrastructure is pivotal to our success. Immediacy of data and access to core business information is essential now and this will only increase as we move ahead to re-engineer core operational systems and processes. We trust CITEC to maintain our network 24/7 and they will also host our new disaster recovery facility built to cope with any interruption to services. Star Track Express relies critically on capable technology partners and CITEC has never let us down.”

Chris Ryan
IT Director, Star Track Express



Case Study

COMCARE

Since 1998, CITEC has provided payroll-related services to Comcare, the Australian Government's statutory authority responsible for workplace safety, rehabilitation and compensation for its government employees.

Recently Comcare's direct payment system transitioned from using a long-standing legacy payroll application to more up-to-date technology. The team at CITEC worked closely with Comcare personnel to provide solution support and transition services for the new arrangements.

Comcare is now administering compensation salary payments to some 3,500 recipients using Aurion and CITEC's payroll disbursement services.

“Working together Comcare and CITEC identified the most effective alternate payroll solution to meet our compensation management obligations. The transition from old to new technology was smooth and has resulted in administrative efficiencies and cost savings to our organisation.”

Matt Goldrick
General Manager, Claims Policy and Systems, Comcare



Case Study

COLLEX PTY LTD

When leading waste management company Collex Pty Ltd chose CITEC to manage its IT infrastructure, the company was looking for a comprehensive solution to ICT service provision.

Collex's IT infrastructure is managed in one of CITEC's high security data centres. The infrastructure hosts enterprise systems, as well as a critical waste management application.

“ We found CITEC to have the comprehensive approach to ICT service provision that Collex requires. In addition to their clear expertise in SAP and utility server management, CITEC's broad range of services provides the right critical mass in an IT services company for a company the size of Collex as it continues to expand. ”

Sanjay Kalra

Chief Information Officer, Collex Pty Ltd

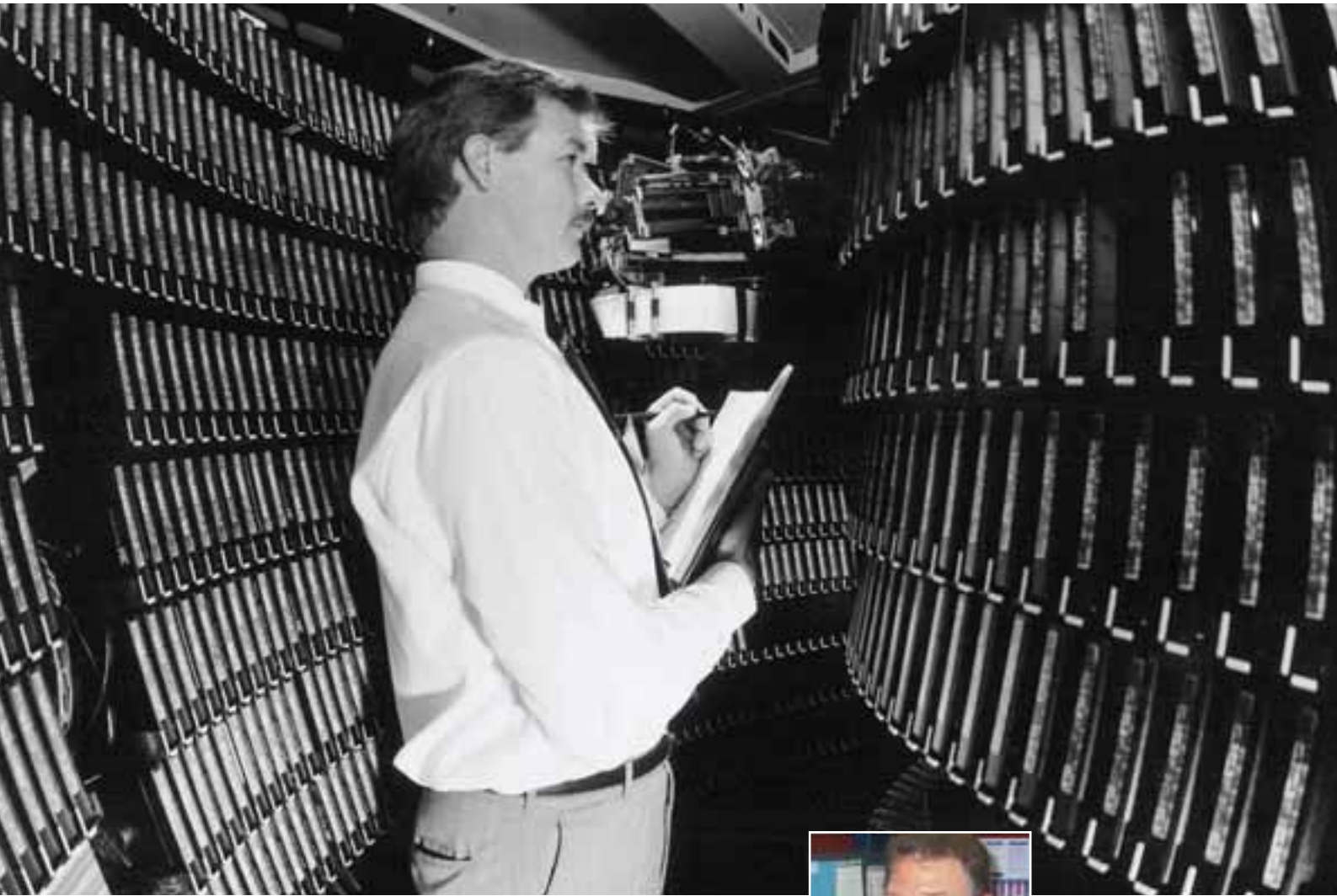


Celebrating 40 years in the ICT industry

INFRASTRUCTURE

“Operationally the biggest change due to improved technology since the late 1960s is size versus processing capacity. Over time we’ve seen a cycle where the dimension of equipment reduces as technology drives processing power down in physical size, followed by increases due to growth in the complexity of computing. The computer room environment always needs to be prepared for the next wave of new technology.”

Grant Ellis
CITEC



Celebrating 40 years in the ICT industry

STORAGE

The StorageTek (Nearline) tape silo was installed in 1989 and was part of the new era of computing automation. This computer controlled, robot operated tape storage device played a major role in CITEC's ability to deliver cost-effective computing to the Queensland Government. The Nearline unit held approximately 5,000 260Mb tapes, worked 24/7, didn't get sick, take holidays or need meal breaks. It enabled CITEC to reduce computer operator numbers from eight people per shift to four per shift.

“The new technology and automation saw CITEC able to increase the amount and number of services to Government agencies without a major increase in human resource numbers. The benefit to the Queensland Government was more cost-effective computing.”

Barry Alldridge
CITEC



Celebrating 40 years in the ICT industry

CITEC CONFIRM



“Pioneering online brokerage in 1989 and now Australia’s leading provider of online search services, at CITEC Confirm we are always looking to expand the range and depth of the corporate searches we provide. Clients recognise the productivity and competitiveness to be gained from utilising our services.”

Rodney Dart
CITEC