

# About CITEC

Recognised as the second-largest Australian owned information systems outsourcer, CITEC is celebrating 40 years of providing information and communications technology services in 2005.



Our people work to provide flexible ICT solutions for our valued clients

From the depths of a mine to the tally room on Queensland election night, you might be surprised where you'll find CITEC. We manage and operate the infrastructure and applications that enable some of the most successful organisations to deliver services seamlessly to people every day.

We help organisations find the freedom to grow their business by outsourcing their information and communication technology needs to CITEC. Bringing a range of technology-based solutions to everyday business problems, CITEC enables companies to focus on their core business, and provides solutions with the flexibility and scalability to support our clients' business systems now and far into the future.

## Our Clients

As one of Australia's largest locally-owned information systems outsourcers, CITEC's clients include local, national and multinational organisations. From agencies within the Queensland Government to industries such as manufacturing, mining, finance and legal, more than 1,000 organisations entrust their business success to CITEC.

Some of our major clients include:

- CorpTech;
- Queensland Transport;
- Queensland Department of Public Works;
- Sydney Water;
- Collex Pty Ltd;
- Rabobank Australia;
- Australian Broadcasting Corporation;
- Bank of Queensland;
- Queensland Alumina Limited;
- Sunwater; and
- Dun and Bradstreet.

Our clients benefit from 40 years of proven capability in information and communications technology (ICT). CITEC's clients draw on the experience of our qualified and certified specialists who share an extensive bank of expertise across a wide range of technologies.

## The CITEC Difference

CITEC is ranked seventh on global ICT research analyst company IDC's Australian Outsourcing Market, Top Ten Players, 2004. With offices in Brisbane, Sydney, Melbourne and Canberra, we provide one of the most comprehensive ranges of products and services available in the Australian ICT outsourcing market.

CITEC is proudly certified to independently audited quality and security standards ISO 9001:2000 and AS/NZS 7799.2:2003. We follow the internationally recognised IT service management framework, Information Technology Infrastructure Library (ITIL).

Unlike many of our competitors, we are not locked into using a particular vendor. CITEC is aligned with a range of industry partners who are at the top of their field. By working with partners such as HP, Sun Microsystems, Microsoft, Cisco, CITRIX and MessageLabs we can provide our clients with the best possible solutions and the best possible outcomes.

CITEC has a proven track record of minimising our clients' risks through high levels of both technical and physical security. We are the first end-to-end ICT services provider in Australia to achieve certification to AS/NZS 7799.2:2003 Information Security Management Systems. Our two high security data centres in Brisbane and Sydney are staffed around the clock, every day of the year, and our services are monitored by an integrated alarm management system.

## Our Business Lines

### Infrastructure Management (page 26)

Ensure your business has the ability to adapt and expand with flexible ICT infrastructure that bends to fit your needs. From the desktop to the data centre, network connectivity and security needs, CITEC can deliver cost effective, scalable and reliable solutions that will take your business far into the future.

### Business Process Outsourcing and Applications Management (page 28)

CITEC offers a variety of application management and hosting services for financial, human resources and payroll, and enterprise applications; or to transfer your entire business processes to us to manage on your behalf, our outsourcing services are the answer.

### ICT Professional Services (page 28)

From audits to performance benchmarking, and from planning to deployment management,

CITEC's consulting services deliver results for your business, on time and within budget.

### Information Brokerage (page 30)

From land titles and police reports to registered motor vehicles and business names, CITEC Confirm puts accurate information at your fingertips. Search from your desktop or order a search over the phone – either way, you can quickly and conveniently search over 40 online databases providing a comprehensive range of business and government information.

### Integrated Service Management

CITEC completed a major project to implement an integrated service management toolset in 2004/05. A consolidated and standardised service monitoring environment was activated in December 2004, delivering a range of business benefits for CITEC and our clients including proactive identification of system and infrastructure events and more rapid problem assessment. In June 2005 we launched an end-to-end management capability across all components of our clients' ICT infrastructure, as well as a standardised reporting framework. Together these projects enable CITEC to provide clients with enhanced access to near real-time status, tracking, and historical trend information on their critical business systems through our new secure service portal, myCITEC.

### Our Partnerships

CITEC is proud to be accredited, certified or have established relationships with many leading industry partners, including:

- DELL - authorised Dell System Integrator;
- HP - authorised HP System Integrator;
- MessageLabs – Silver Partner;
- Microsoft – Certified Gold Partner;
- Symantec - Enterprise Solutions Partner;
- Sun Microsystems; and
- CITRIX.

### Our Controlled Entities

#### CSI Holdings Pty Ltd

In 1996 Queensland Treasury approved for CITEC to form a company, CSI Holdings Pty Ltd, pursuant to S.44 of the *Financial Administration and Audit Act 1977*. CITEC and CSI Holdings Pty Ltd (CITEC Strategic Investments) are linked government-owned entities. CSI nominates CITEC as its business service arm and the Managing Director



CITEC's qualified and certified staff are expert in a wide range of technologies

of CITEC is the Chief Executive Officer of the services arm and the nominated chairman of the company, CSI.

CSI provides three basic functions to CITEC:

- it holds and provides professional management of investments and business which is incidental to CITEC core business;
- where required, it transacts contracts with other parties on behalf of CITEC for services within the CITEC core business; and
- it acts as a bidding agent for CITEC in relation to provision of CITEC core services where it is required that the bidding entity is an incorporated entity.

#### Aurion Corporation Pty Ltd

Aurion Corporation is a premier developer of human resource management (HRM) and payroll management software. Through CSI Holdings Pty Ltd, CITEC holds a 51 per cent shareholding in Aurion.

The Aurion Application Services Provider (ASP) model brings together Aurion and CITEC, leveraging the capabilities of both companies. Aurion provides software, product services and support, and first level support for the hosting services. CITEC delivers all hosting services, support and telecommunications, and any disbursement services.

Customers of the Aurion ASP include AMP, CUSCAL and the Australian Industrial Registry. Other Aurion customers include Boeing, Fairfax, News Limited, Thiess and the University of Queensland. Aurion also has a strong presence in federal, state and local government.

Aurion's focus in 2004/05 was on "Delivering Enterprise HR". Work continued on extending self service, workflow and award interpretation capabilities. All aspects of Aurion's business are quality certified to ISO 9001:2000. In 2004/05 customers and industry experts contributed to product design through a series of workshops, helping to ensure Aurion's products remain current with best practice in HRM.

### Our People

CITEC's strong service management culture ensures our staff are expert in best practice methods for project management, service management and quality assurance.

Our clients benefit from a wide range of expertise in platforms and supporting technologies such as Unix (Solaris, HPUX and AIX), BSD, Linux and Windows servers; firewalls; 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.

We continue to attract highly qualified graduates through our long-standing graduate recruitment program, drawing our graduates from universities throughout Queensland.

CITEC's commitment to aligning its ICT management practices with the internationally recognised ITIL is demonstrated by the 83 staff currently holding ITIL qualifications and the seven staff who currently hold the highest level Manager's Certificate (Masters) in IT Service Management.

### Our Service

Our specialists are expert in the unique needs of Australian business. By applying best practice, we are able to think globally and act locally. Our people understand why a solution might work in a bank but why it might not be the best option for a mine.

We're a big competitor, but with a small business attitude towards personalised service. Our people will work side-by-side with you to provide flexible ICT solutions that make the most of every working minute and every business dollar. Testimony to our service excellence is our high level of customer loyalty and minimal customer turnover.