

# Rust Report

News and views of the action in Australasia's IT sector this week

April 22, 2005

## THE RUST BUCKET

### A spending malaise

CONSULTING FIRMS that for decades built their reputations by telling customers *what* to buy are rapidly shifting their focus towards *how* to buy.

Consider this user's experience from a recent CIO roundtable discussion: "I looked at our IT and thought, 'I helped create this nightmare'." And then he said: "but I had no choice, even though I never felt it was right — it has become expensive to manage and difficult to change".

Several years back senior executives within his company had read articles and vendor brochures on the power of IT and had then panicked over what they perceived was a weak technology strategy. The reaction, as we often experienced in those days, was to hire one of those then-renowned consulting firms to diagnose the company's ills and prescribe a formula for quick recovery.

The firm did its best — scanning the enterprise in record time and proposing a so-called "safe solution": invest in a distributed system from one major supplier.

Major vendors and major analysts were then telling the world to leverage the power of desktop processors. They said scaling company environments would be cheaper and we would reach more users. In the end, however, the real achievement of client/server was to create a group of software industry giants and a string of never-ending chains of expensive IT projects.

Senior managers need to examine today's IT results and business impact in the light of yesterday's investments. After all, it is those investments that have produced the application portfolio, the technology infrastructure, and the IT organisation that determine most of the current performance. Until the legacies of the past have been recognised and dealt with, it will be impossible to tackle present pressures.

Another member present at the roundtable described how during current tough times she has been asked many more questions about IT expenditure (How much? Why? Where? and How Soon?). She welcomed this as it enabled her to understand more clearly the perspectives of top management.

Managing the uncertainty is one of the most difficult tasks IT executives face, even in the best of times. At the same time consultants and technology vendors are hitting resistance in the marketplace. Their tried and true market offerings are not resonating with the "buy side" as well as they did back in the 1990s.

While identifying pain on both sides has become an established practice, things now are different in very interesting ways, and cheque books are now subject to more scrutiny than ever.

The new breed of buyers are not the same as buyers of yore.

— Len Rust [RustOz@bigpond.com.au](mailto:RustOz@bigpond.com.au)

### SFE forced to delay its Austraclear replacement

The Sydney Futures Exchange has decided not to launch a replacement system for its Austraclear clearing and depository application after instructing its Swedish supplier OMX to overcome "functional and technical issues". The go-live date, which was to have fallen in the third quarter, has been pushed back by at least three months while OMX tackles the problems.

The SFE had outsourced its core clearing technology and operational support functions to OMX in January 2002 under a \$US23 million, eight-year contract. The new clearing system has been built on OMX's Exigo CSD system.

A statement released by the SFE noted that functionality issues had been resolved but functional problems with the system's stability and connectivity required additional work. Following a review by external consultants the SFE is "to seek additional comfort in respect of OMX's ability to support the application and environment in production".

OMX was recently appointed to provide a clearing system for the Thai Futures Exchange and has enjoyed a share price rise as investors reportedly viewed an increased order backlog as a positive sign.

### PieNetworks scores Telstra trial

Internet kiosks from WA company PieNetworks are to be put through their paces in a trial organised for Telstra by SMS Management & Technology. The 10-week trial will involve kiosks at 10 locations, including a mine site.

"The purpose of the trial is to assess the performance of Pie's technologies and solutions and how they might fit Telstra's future requirements," explained Campbell Smith, managing director of PieNetworks.

PieNetworks will supply its G3 sit-down kiosks, which will provide high-speed Internet access, secure Internet banking, text messaging, e-mail, and broad Web capability, Smith added. [www.pienetworks.com](http://www.pienetworks.com)

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## INSIDER EDITION

### Navy assets shipshape with Eden

Australian software developer Eden Technology has completed the roll-out of its AMPS asset management and planning system across the Naval and Shore Communications Sustainment Management Office. The system, which had previously been deployed on all RAN surface vessels and their shore organisations, is now used at naval communications stations in Queensland, Western Australia, NSW, and the ACT as well, a spokeswoman explained.

To complete the rollout, legacy data from several RAN sources was consolidated into a single maintenance database, which now holds equipment breakdown structures, technical documentation, and drawings, assembly parts lists, an inventory catalogue, and corrective and planned maintenance schedules. [www.eden-technology.com](http://www.eden-technology.com)

### Defence takes liking to BlackBerries

Australia's Defence Signals Directorate has approved the use of BlackBerry handheld devices from US company Research in Motion (RIM). The devices, which have wireless communications capabilities, will be used for information access and day-to-day operational communications. "The guidance recently issued by the Australian Government confirms that BlackBerry standards conform with security requirements and DSD's security policy, which is in line with the use of BlackBerry in government operations worldwide," explained Scott Totzke, director of government technology at RIM.

### Intermoco gets among the contracts

Australian company Intermoco has scored a couple of significant successes in recent times by negotiating a deal with "a major Australian integrated infrastructure services company", and obtaining a repeat order from the Victorian Government.

Under the scope of the infrastructure deal Intermoco and its partner will provide a range of technology systems for information management and remote meter reading. The deal "has the potential to support the national distribution of Intermoco products and services and provide world-class information management solutions to end-customers", claimed Steve Black, Intermoco's COO.

The Victorian Government deal covers enhancements to the Utiligy system already installed at Melbourne's Treasury Place (*Rust Report*, Sep 19 2003, p2). [www.intermoco.com](http://www.intermoco.com)

### Supermarket takes Aussie labelling

The Ritchies IGA supermarket chain has awarded ILID — a part of ASX-listed company UXC — a contract to implement an electronic shelf-labelling system in its stores around Australia. The move followed trials arranged in four stores by Fujitsu, a non-exclusive distributor of the ILID system (*Rust Report*, Jan23 2004, p2) and will involve the use of the technology in a further 10 stores in the next two years.

ILID's technology involves the use of electronic labels that contain dedicated microprocessors which are used to process and store information, explained Geoff Lord, executive chairman of UXC. The system allows pricing to be changed quickly from a central location and can also be used to alert shoppers to promotions and special prices. In addition, the system allows store staff to use remote control devices to access store management information held within the electronic labels. [www.uxc.com.au](http://www.uxc.com.au)

### Interactive ads about to hit Foxtel

The Commonwealth Bank of Australia and Toyota are to christen a new interactive advertising service that has been launched by Foxtel. The bank will use the technology from US corporation OpenTV to flog mortgages, while Toyota will promote a new four-wheel-drive vehicle.

• While the Commonwealth Bank is happy to adopt new technology for TV advertising, it is having less success with an updated online banking system. Complaints by trial users of the beta version have prompted the bank to delay the enhanced system's launch.

### IT&e scores bank trading contract

IT&e, a developer of systems for the financial services sector, has been awarded a contract to provide its PTX product for online trading to "a tier-one Australian bank". The deal is valued at \$A3.2 million in the first year, and the bank has options to take up extra modules as it identifies uses for them. [www.ite.com.au](http://www.ite.com.au)

### Queensland picks records systems

LogicaCMG and Hummingbird have been selected to provide an electronic document and records management system for the Queensland Government. The two suppliers underwent a three-month proof-of-concept and acceptance trial before being awarded the whole-of-government contract, a spokesman said.

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### EMT completes Kiwi hotel project

ASX-listed company Entertainment Media & Telecoms has completed the installation of a high-speed Internet system at the Rydges Hotel in Christchurch. The service covers 208 guest rooms and seven conference rooms, and provides the associated billing interfaces, explained Peter Dykes, executive chairman of EMT.

Guests are offered connection speeds of 10M-bits/sec, while the conference environments have 100M-bits/sec links.

★ In Australia EMT has completed its first installation of the GalaVu digital video-on-demand system at Rydges Bankstown in Sydney. Dykes said the installation was a “new reality” for the company. “As well as acting as a distributor and reseller of a third-party technology, EMT is now a vendor of our own intellectual property,” he said. [www.emtcorp.com.au](http://www.emtcorp.com.au)

### Kiwi technology for WA wireless net

RoamAD, a New Zealand developer of software for large-scale metro Wi-Fi networks, has provided the technology at the heart of a network launched in Perth this week by Metromesh, a subsidiary of privately-owned telco aCure Technology.

Metromesh expects its network to cover half of down-town Perth by the end of April, but to be able to cover 80 per cent of the city by the end of the year, explained Glenn Farrow, managing director of aCure. He added that the RoamAD technology allows a cost-effective network capable of providing carrier-grade services, including mobile VoIP and high-speed data.

### Juniper fits out Queensland uni

Queensland University of Technology has selected Juniper Networks to provide a solution that will enable it to implement a new Internet accounting and firewall system, and will allow download speed to scale with a planned increase in connection bandwidth.

The system installed by Juniper will replace an existing server-embedded system. Integration, deployment and support services will be provided to the university by Lanlink.

### Cisco expands Hutchison's 3G net

Hutchison has deployed equipment from Cisco Systems to expand the capabilities of its 3rd generation mobile service and to provide additional security against “interference” like viruses. Cisco's 12000 series router will be used to bolster an existing gigabit Ethernet core packet-based data network, a spokesman said.

## Aussies worth watching

### A roundup of Australian companies making waves at home and abroad

**ALLIED TECHNOLOGY GROUP** specialises in the design, installation, integration, maintenance, and monitoring of communications networks for the delivery of secure voice, data, video, and Web-based communications services and solutions to government, utility, and corporate clients around Australia. The group consists of three operating business units: Allied Technologies Australia, (ATA); TUSC Computer Systems; and Servicepoint. [www.allied.com.au](http://www.allied.com.au)

**COMPUTRONICS** specialises in the development and manufacture of microcomputer-based products for the agricultural, leisure, and transport industries. Computronics claims that in the late 1970s it became the first company in the world to design and build electronic control products for the agricultural market. A strong R&D focus generates new products and tailors solutions to fit clients' requirements. [www.computronics.com.au](http://www.computronics.com.au)

**DIALOG INFORMATION TECHNOLOGY** provides a range of IT services including outsourcing and technology management, systems integration, application development, implementation, training, and support. Major customers include federal, state and local government organisations of all types, and large organisations as diverse as BP, Comalco, Suncorp Metway, Brisbane City Council, and Griffith University. [www.dialog.com.au](http://www.dialog.com.au)

**MONDELIO** has developed an innovative corporate modelling solution to enhance existing ERP and business intelligence investments. Mondelio mitigates exposure to risk by facilitating adherence to international accountancy standards and corporate governance obligations. The company's solution can be tailored to match the processes and business needs of any industry sector. [www.mondelio.com](http://www.mondelio.com)

**INTERMOCO** provides remote monitoring and control services. The company's core technology was developed to deliver automated meter reading and has been designed for modularity, which allows the company to adapt this easily for other monitoring applications, including plant and pumping equipment. [www.intermoco.com.au](http://www.intermoco.com.au)

**TECHNISYST** co-ordinates mobile devices with network connectivity, software applications, and integration to back office systems, ensuring businesses work to their fullest potential. Technisyst products operate over all commercially available wireless networks and on all commercially available computing platforms. Ambulance, police, fire and rescue authorities throughout Australia and New Zealand rely on Technisyst's technology to co-ordinate their services and deliver accurate information in real time. [www.technisyst.com.au](http://www.technisyst.com.au)

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## DEAL MAKERS

### Keycorp to buy payments group

Keycorp, the ASX-listed developer of electronic payment solutions, has agreed to buy a stake of 70 per cent in Fox Technology, an Australian developer of payments software. The two companies have previously worked together through a managed services agreement with Westpac, a Keycorp spokesman said.

Fox creates applications for EFT-POS devices, POS terminals, mobile devices, and value-added POS transaction solutions. "Fox also developed one of the first digital identification systems in the late 1980s and is acknowledged for its expertise in the ID market. This creates synergies with Keycorp's smart card-based ID solutions," the spokesman added.

If the acquisition is completed Fox will operate as a business unit of Keycorp's transaction solutions operation. [www.keycorp.net](http://www.keycorp.net)

\* Keycorp has appointed Sydney services company Brennan IT to manage its IT systems and applications. The deal covers servers, desktops, application management and maintenance, data network maintenance, and procurement of software and hardware. [www.brennanit.com.au](http://www.brennanit.com.au)

### EDS buys back shop from bank

**EDS Australia has bought back the 35 per cent stake held in it by the Commonwealth Bank of Australia. The bank had taken the holding when it negotiated a 10-year outsourcing agreement with EDS in 1997.**

**Times have changed and the bank no longer requires a jointly-owned operation "to have a strong, constructive business relationship" with EDS, claimed Steve Schuckebrook, chairman of EDS Australia. He hastened to add that EDS will continue to deliver services to the bank under the terms of its existing contract.**

### Integ supports Marconi clients

Integ, a subsidiary of UXC that specialises in communications integration, will support Marconi's Australian enterprise communication customers under a newly negotiated four-year agreement. "Within this offering Integ will provide a complete account management service in addition to 24x7 technical support, training, consulting, and access to a range of advanced communications infrastructure and application solutions," explained Ian Poole, Integ's CEO. [www.integ.net.au](http://www.integ.net.au)

### MatrixView works with Agfa A/P

MatrixView, the ASX-listed Singaporean developer of the Adaptive Binary Optimisation (ABO) compression technology, has entered a collaboration agreement with Agfa HealthCare Asia/Pacific.

Under the terms of the deal Agfa and MatrixView's Healthcare operation will use the ABO technology in health care applications that involve picture archiving and communications systems (PACS).

"Agfa will provide dedicated resources to ensure the successful testing and integration of MatrixView's solutions for pilot site deployments in Australia," explained John Stewart, head of marketing for Agfa HealthCare Asia/Pacific. "Upon commercialisation the solutions will be initially marketed to Agfa HealthCare's customers in Asia/Pacific."

### Telstra sale plans scatter ministers

Ministers of the Federal Government are scattering far and wide on junkets intended to help them do their homework ahead of the sale of the government's final share in Telstra. The US is the destination of Nick Minchin, Minister for Finance and Administration, while the UK beckons Helen Coonan, Minister for Communications, IT, and the Arts.

Minchin's trip is to "gauge and promote international investor interest in the sale", while Coonan plans to "consider features of the BT model or indeed any other ring-fencing initiatives".

### Telstra rejigs the Reach model

Telstra and its business partner Pacific Century CyberWorks (PCCW) have agreed on a new model for their troubled international venture Reach. To kick off the latest incarnation the partners will pay \$US157 million each, although in Telstra's case it is paper money settled by a discharge of Reach's liabilities under a capacity prepayment agreement. Further payments of up to \$US106 million each are promised to fund Reach's committed capital expenditure to 2022.

In return, Reach will provide Telstra and PCCW with a variety of services, including voice and data.

### BigPond draws 500,000 to ADSL

Stunning growth of 140 per cent has lifted the number of Australians subscribing to Telstra's ADSL services to 500,000. Justin Milne, managing director of BigPond, said he expected growth in 2005 to leave that of 2004 "in the shade".

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**DEAL MAKERS**

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**Feds find key to implementations**

The Federal Government has found the key to successful IT implementation management after conducting a survey of 1050 Australian companies in 15 industry sectors. The answer is "largely a function of effective management", claimed Helen Coonan, Minister for Communications, IT, and the Arts, shortly before jetting off to the UK.

"The survey found that investment in ICT is frequently treated as a technical exercise with implementation left to IT managers," Coonan explained. "But ICT needs to be driven from the boardroom, not the backroom." The report, *Achieving Value From ICT: key management strategies*, can be downloaded from [www.dcita.gov.au/ie/publications](http://www.dcita.gov.au/ie/publications)

• The Federal Government has also released a guide for government agencies wanting to adopt open source software. The guide is available online from [http://www.sourceit.gov.au/data/assets/pdf\\_file/4/2065/A\\_Guide\\_to\\_Open\\_Source\\_Software.pdf](http://www.sourceit.gov.au/data/assets/pdf_file/4/2065/A_Guide_to_Open_Source_Software.pdf)

**Aussie mobile tech takes to shops**

eHound, an Australian developer of wireless location software, has entered a marketing partnership with mobile marketing specialist 5th Finger, online mapping services provider Multimap, and Web development management services provider Komodo.

The eHound software is designed to help multi-site retailers market to consumers through mobile marketing campaigns or via general search activity.

"We have presented the eHound service as part of a mobile marketing campaign to various brands, who have been impressed with the benefits it can deliver," explained Matthew Costello, sales manager of 5th Finger. [www.ehound.com.au](http://www.ehound.com.au)

**— Business briefs —**

• **Computershare**, an Australian provider of share registry and technology to the financial services sector, will delist from the NZ Stock Exchange at the end of May because of the low liquidity of the shares listed there.

• Online careers service **Seek** listed on the ASX on Tuesday, a day late but oversubscribed. The \$2.10 shares opened at \$A2.15, ended the first day at \$A2.30, and have traded above \$A2.35 since.

• **Catuity**, an Australian developer of retail loyalty systems, has been forced to provide NASDAQ with a plan of how it will regain full compliance with listing requirements. Catuity is also listed on the ASX.

• South Australian ISP **Internode** has launched a full production ADSL2+ broadband service, which offers top speeds of 24M-bits/sec. [www.internode.on.net](http://www.internode.on.net)

**Winners among gridders****Shortlisted entries for the AIIA's 2005 iAwards****Agriculture & Primary Industries**

Hearne Scientific Software Pty Ltd and CSIRO Entomology for Dymex-Climex risk assesment software

Theta Technologies Pty Ltd for Information Leader

**Applications & Infrastructure Tools**

Beonic for Traffic Insight (version 2.0)

Commonwealth Bank Wealth Management for Proxima Technology Centauri

Energetix for eEnTERPRIZE.EM

**Communications Applications**

Northern Territory Fire and Rescue Service (NTFRS) for NT Fire Alarm System Transmission (NTFAST)

engin for Broadband Phones

Telstra Research Labs for RF-Map

**Education & Training**

Inchain & NT Department of Health & Community Services for Marvin Consortium

AudioRead for Audio-Read

MyInternet for myportfolio

**E-Government & Services**

NT Fire & Rescue Service for NT Fire Alarm System Transmission (NTFAST)

Arrow Research Corporation for Arrow eAS

Inchain & Northern Territory Department of Health & Community Services for Marvin Consortium

**Financial Applications**

CSIRO Mathematical and Information Sciences for Innovative Exotic Options Platform: Reditus

Shine Technologies for NBV

E-Novation for BizWise

**General Applications**

Intergraph for IntelliWhere TrackForce mobile resource management

Weblogics Australia for Intralogic Knowledge Management Solution

Netsuite for Getting SMEs back to business

**Healthcare**

Children's Hospital at Westmead for Electronic Medical Record

Centre for Health Informatics for Quick Clinical

National Health & Sciences Centre for Innovative Protocol Hypothesis System

**Industrial Applications**

CITECT for CTECTIIM Software at WMC's Olympic Dam

Vehicle Management Corporation for enTire - tyre management system

Fuji Xerox for The Fuji Xerox eco manufacturing centre

**Media & Entertainment**

Imagination for DVD Games

Destra Corporation for Musicpoint

Mapshed for LOC3

**Research & Development**

Bay Technologies Pty Ltd for BayO.net

Torian for InFusion

e-Health Research Centre and CSIRO for Health Data Integration

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## Rust e-Research Roundup

### PC market demand remains strong

A strong performance in EMEA and Latin America helped boost worldwide PC shipment growth back into double digits in the first quarter of 2005, according to IDC. In the first quarter total shipments rose 10.9 per cent year on year to 46.1 million. Continued growth in EMEA and in portable PCs were the primary drivers.

"First quarter results demonstrate that demand remains healthy going into the New Year," said Loren Loverde, director of IDC's Worldwide Quarterly PC Tracker. "Although the market is expected to slow later this year, demand for portables, system replacements, and growth in emerging geographies continue to drive expansion.

"Outside the United States, a weakening dollar helped create market momentum, as strong international currencies, particularly the Euro, made dollar-denominated purchases attractive," noted Roger Kay, vice president of client computing at IDC. "Despite US shipment results beating forecasts slightly, the second half remains clouded, as macroeconomic indicators continue to be mostly negative."

### Retail POS market in transition

Leading retailers are blazing the trail to the next generation of point-of-sale (POS) solutions, according to Forrester Research. In its report *Choosing the Right Point-Of-Sale Migration Path*, Forrester documented the experience of first movers in North America and Europe — retailers that have networked up to 80 per cent of their stores — and explored the implications of completing POS migration projects, identifying the best practices these companies used and the benefits they achieved.

According to George Lawrie, senior analyst at Forrester Research: "At long last, retailers have a genuine opportunity to integrate their store and enterprise apps, supported by cheap network capacity and thin-client, single-instance point-of-sale applications.

"This integration will reduce maintenance costs and offer the possibility of new levels of multichannel service, along with tightly targeted offerings to loyalty card customers," he said.

### IBM leads in application integration

Worldwide application integration, middleware and portal new licence revenue totalled \$US6.7 million in

2004, a 5.8 per cent increase from 2003 revenue of \$US6.3 billion, according to Gartner. The analysts found that IBM again had a commanding lead in the worldwide AIM industry, with 37.2 per cent market share in 2004, and that Microsoft gained a top five ranking for the first time, based on dramatic growth in 2004.

"This market will continue to grow at a slow but positive pace for most segments," said Joanne Correia, research vice president at Gartner. "This is because of the widespread need to bundle this type of technology into other software market segments, such as enterprise applications, mobile and wireless solutions, integration suites and other applications in which a message-oriented technology lends itself well."

IBM was the market leader in application servers, portals, message-oriented middleware (MOM), and transaction processing middleware (TPM).

For the first time, Microsoft moved into the top five rankings, as it grew 63.1 per cent in 2004.

Most modern enterprise application projects have a requirement for portal, integration, business process management (BPM) and business component engineering within the context of the same project, Correia said.

### Taiwanese ICT products still strong

During 2005 the combined shipment value from 14 major product categories shipped by the Taiwanese ICT industry is expected to run to more than \$US70 billion, according to Market Intelligence Centre (MIC), a Taipei-based ICT industry research house. Those shipment values will receive a powerful boost from growth in WLAN (wireless local area network) shipment volumes, which MIC projected will grow by over 70 per cent.

Other product categories were forecast to witness stable growth for the year as well.

MIC estimated that in 2004 aggregate shipment value for the 14 product categories totalled \$US67.2 billion, which was growth of 23 per cent from 2003. Notebook PCs and monitors were two major engines behind the increase, which combined with other computing products such as motherboards and desktop PCs, comprised just over 77 per cent of aggregate value at \$US51.9 billion.

Currently, MIC estimates that 72.1 per cent of total shipment value for the major products is produced in China.

*Rust e-Research continued on page 7 >>*



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## Rust e-Research

Continued from page 6

### SMEs to double spending by 2009

A new global study by AMI-Partners has detailed a robust growth forecast for IT storage spending among small and medium sized enterprises (SMEs). The global surveys found that SMEs in most countries listed enhancing their IT storage infrastructures among their most important priorities for the next year. AMI-Partners projected the spending will double over the next five years, driven by adoption of SAN/NAS solutions and higher spending on data backup and disaster recovery solutions.

According to AMI-Partners' research, total global SME spending on IT storage hardware, software and services exceeded \$US10 billion in 2004 as SMEs tried to cope with their rapidly increasing data requirements — driven by their increasing reliance on e-business and network-based applications, as well as by increasing use of multimedia and regulatory compliance. Global SMEs have repeatedly listed IT storage among their top concerns in recent years and this concern is being reflected in their spending.

AMI-Partners surveyed SMEs in leading developed and emerging market countries that account for almost three-quarters of total SME IT spending. The global surveys found that SMEs in most countries list enhancing their IT storage infrastructures among their most important priorities for the next year.

### Critical mass for music players

Digital music players will achieve critical mass this year, with ownership levels reaching 15 per cent to 20 per cent of households, according to a recent report by Jupiter Research. The popularity of iPods among teenagers continues to grow.

Jupiter forecast that shipments of MP3 players in the US will increase by 35 per cent in 2005, totalling 18.2 million by the end of the year. Meanwhile, the installed base will grow from 16.2 million in 2004 to 56.1 million in 2010.

A Pew study conducted in April 2005 found that people of all ages own digital music players, but that ownership is skewed towards younger adults and adults with children. Pew didn't survey anyone under the age of 18, but a new Piper Jaffray report found that 41 per cent of the high school students surveyed owned an MP3 player, and more than half were iPod owners. "Apple shows no signs of losing momentum," said Michael Gartenberg, research director at JupiterResearch. "The iPod is a consumer phenomenon. Apple dominates this sector and will dominate portable MP3 player growth over the medium term."

Look for more MP3 player growth ahead: Piper Jaffray reported that 59 per cent of high school students who don't own an MP3 player plan on buying one.

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### Asia/Pacific in developer boom

The Asia/Pacific region will surpass North America in the number of professional developers next year, as China and India experience the highest growth in professional developers between 2003 and 2008, according to figures released this week by IDC. In the meantime, however, North America continues to lead all other regions of the world in the highest penetration of professional developers.

"Given that China and India alone represent more than one-third of the world's population, and with many vendors expecting Asia/Pacific to pick up in terms of IT spending, the rise to dominance by Asia/Pacific is expected," said Stephen Hendrick, group vice president of IDC's application development and deployment research.

"For the large economy of North America, which has historically been the home of most developers, program development automation techniques, offshoring, and increasing productivity are all likely to put downward pressure on the rate at which the number of developers in North America increases," Hendrick said.

### Hosted sales applications boom

Hosted sales applications continued on a path of sustained growth in 2004 and the first quarter of 2005, according to figures from Forrester Research. "Software as a service has taken off as the next major trend in sales applications, despite its slower adoption rate in other types of applications," a Forrester analyst explained. "These purchases are often driven by sales VPs and managers."

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## REVOLVING DOORS

### Check Point promotions

There have been some senior promotions at Internet security specialist Check Point Software, where Scott Ferguson has been appointed regional vice president for Asia, and Scott McKinnel has been appointed country manager for Australia and New Zealand.

Ferguson joined Check Point in 2002 as regional director for Australia and New Zealand. He had previously worked for Cisco Systems and 3Com.

McKinnel was previously Check-point's business channel manager for Australia and NZ. Prior to joining the company in 2002 he had worked for RSA Security.

### Switches at Vodafone

Grahame Maher will leave Vodafone Australia, where he was CEO, to become CEO of the company's Swedish subsidiary. He had moved into the Australian job from Vodafone NZ in 2001.

Maher will be replaced by Russell Hewitt, currently the company's chief commercial officer. Hewitt joined the company last year from Hewlett-Packard, prior to which he was managing director of Compaq NZ.

In other shuffles Jayne Blake, a 17-year Vodafone veteran, has been appointed director of sales, and Bob Buïaroski has been appointed director of services.

David White has taken up his new position as director of government relations, and Ian Scherger, chief marketing officer, will leave the company late in May.

### Redmap names US head

Redmap — an Australian company that develops software to capture and manage e-mails and other electronic documents — has appointed Randy Keith CEO of its six-month-old US operation.

Most recently Keith was president of wholesale systems developer Aperum, and he has also been president of Navision Software, which was sold to Microsoft in 2002.

### Brian Sharpe for BCT

Brian Sharpe has been appointed general manager of ACT-based systems design specialist BCT Group. He was previously with Adaptive Systems, and has also worked for Alphawest and Open Systems Communications.

### First Gartner casualties

First Australian casualties from Gartner's takeover of Meta Group were as surprising as they were sudden. Kevin McIsaac, Meta's Asia/Pacific research director, and John Brand, vice president of technology research services are out.

However, it looks as though Mary Ann Maxwell, formerly Asia/Pacific managing director of Meta and a past Westpac CIO, will retain a job with Gartner.

### NCR finance head named

Ross Checkley has been appointed vice president of financial solutions division self-service at NCR South-Pacific area. He replaces Justin Corles, who has been appointed director of customer services for FSD South Asia region. Checkley joined NCR from the Brambles group, where he had held executive positions in Australia and the US.

### John Schilt moves in IBM

John Schilt has been appointed manager of IBM's Innovation Centre for Business Partners, which was formerly the Solutions Partnership Centre. Schilt has been with Big Blue for 20 years, during which he has been AS/400 product manager, iSeries business unit executive, and most recently Avnet partner solutions relationship manager.

### — Around the traps —

↔ **Scott Mason** has been appointed head of business retail product marketing at **AAPT**. He was previously with **Uecomm** after having started his career with **OTC** and then moved through **Optus** and its subsidiary **XYZed**.

↔ **Howard Canning** has been appointed senior consultant in the Professional Assignments Group's consulting and services division. He has previously worked for **Nestle** and **Campbell Consumer Goods**.

↔ **Gordon Dickinson** has been appointed replacement for **Donald McGauchie** on the advisory board of **Telstra Country Wide**. Dickinson had been head of investment bank **UBS** until his retirement in 2003.

↔ **Mark Seyfang** has quit **Microsoft** to join **LearnDog**, a start-up that aims to use technology to help disadvantaged people, especially children.