

# Rust Report

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

November 18, 2005

## THE RUST BUCKET

### What, me worry?

**SEMINAR PAPERS WORRY ME** when the presenters, irrespective of the presentation, topic, start to show how things have changed over time to reach not quite the current situation (as if it wasn't perfectly clear how things were going to turn out). And then that would be almost the end of the talk. We'd feel somewhat cheated as we wanted to know what's needed to be done to redress the problem.

Much like Alfred E Neuman (for those old enough to remember *Mad Magazine*) some people do seem to take somewhat of a What, Me Worry? attitude when looking at challenging events.

So what do I worry about? I worry we are not planning and preparing for likely future events. We need to take steps now to protect the foundations of our information systems. Do CIOs worry? Despite all the recent publicity about computer security and disaster recovery breaches, most CIOs still believe their companies are "reasonably" safe from internal and external violations.

Data centres have become the nerve centres of many companies. Electronic data is no longer a convenience but a necessary component of doing business. So it's no wonder that CIOs fret about whether they are doing enough and wonder about the challenges lurking around the corner.

Today's list of disaster threats includes more than just power outages. Although hurricanes, fires, floods, and earthquakes are no more devastating than they were five years ago, and terrorism is nothing new, what has changed are the heightened perceptions of such threats and the concentration of resources that are at risk should a disaster strike.

Nobody likes to think about business disaster. No matter how well systems are treated, no matter how much care is taken, one cannot guarantee that information — if it exists in only one place — is going to be safe. Although I haven't seen a *Mad Magazine* for years, I know there is no shortage of things to worry about in IT operations today. Downsizing, outsourcing, and reorganisations are happening everywhere. No company seems to be exempt.

Gartner recently urged leaders of business continuity programs to prepare and react quickly and effectively to a potential outbreak of avian influenza — or bird flu — by reviewing and updating crisis management and business continuity plans. A pandemic would not affect IT systems directly, but it could cause considerable economic disruption through its impact on the workforce and business activity.

A practical conclusion is to make sure that we have factored into our plans policies and future development activities to ensure business continuity at all levels. A thorough disaster recovery plan is essential to minimising the damage that a natural or technological catastrophe can inflict on a business.

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

## MYOB tackles Chinese market via joint venture

Australian accounting software developer MYOB has geared up for a direct assault on the Chinese market after servicing users in China from Hong Kong for five years. The new marketing push will be made through a joint venture established with SME software supplier Jin Cai from Chengdu. MYOB will invest \$A2 million for a 95 per cent stake in the venture, to be known as Zhi Guan Technology.

"MYOB has been investigating its options in mainland China in recent years and is now ready to realise the opportunity of adding this significant new market to the company's global customer base," said Craig Winkler, CEO of MYOB. "We are pleased to be moving into the operational phase of taking on a new world of MYOB customers." [www.myob.com.au](http://www.myob.com.au)

## WA developer fits out LogicaCMG

Norwood Systems, a Perth company that develops hands-free personal communications solutions, has won a contract to provide its EnterpriseMobility platform to LogicaCMG for use in its UK offices.

EnterpriseMobility uses mobile devices like Bluetooth headsets to make and receive hands-free calls in an office building, factory, or hospital. LogicaCMG discovered a need for the system after the London bombings in July disabled the company's mobile network for 24 hours. Norwood's system will allow LogicaCMG to have its dual mode mobile phones in service on the fixed network even when there is not GSM coverage, a spokesman explained.

Norwood will initially install EnterpriseMobility to provide 200 mobile workers with mobile VoIP extensions from the existing PABX. The initial deployment may then be expanded to service 4000 other workers before the system is rolled out into LogicaCMG's operations throughout the UK and Europe, the spokesman added. [www.norwoodsystems.com.au](http://www.norwoodsystems.com.au)

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## INSIDER EDITION

### BilltoBill consolidates in China

BilltoBill, a subsidiary of Oriel Communications that provides online payment services, has been selected to support Chinese company China Ticket Online. A spokesman claimed that China Ticket Online, which operates in the entertainment and sports sectors through its [www.piao.com.cn](http://www.piao.com.cn) Web site, is the largest ticketing platform in China. "Piao operates from Beijing and has offices in Shanghai, Guangzhou, and Hong Kong, but expects to expand to 26 centres across China next year, the spokesman added.

BilltoBill will process online payments for Piao's domestic online ticketing using Chinese debit cards, and will also will act as the payment gateway for Piao's international Web sites, transacting ticket sales for international events being held in China, the spokesman added.

BilltoBill was recently selected to provide services to Chinese company Hottickets (*Rust Report*, Nov 11, p2) and also provides services to Myrice.com and Chinese merchant ERA. [www.billtobill.com](http://www.billtobill.com)

### ADWEB backs Rwanda tribunal

Australian Web services developer The ADWEB Agency has provided its Intranet Dashboard to the United Nations' International Criminal Tribunal for Rwanda. The intranet management system will be used to consolidate information collected by the Office of the Prosecution as it works to impeach leaders of the 1994 genocide in Rwanda, explained Campbell Dobbin, IT director of The ADWEB Agency.

The ADWEB Agency was also recently selected by the United Nations' Office for the Co-ordination of Humanitarian Affairs (*Rust Report*, Nov 4, p1). [www.intranetdashboard.com](http://www.intranetdashboard.com)

### NT uni goes online on HarvestRoad

WA developer HarvestRoad has won a contract to provide its Hive online learning repository to Charles Darwin University, which operates nine campuses in the Northern Territory.

The university provides a variety of courses from school-based vocational training to advanced research degrees, explained Roy Pidgeon, director of IT and management support at the university. "We sought a multi-purpose repository that would not only facilitate true sharing and re-use of content, but could also be used across the university in a variety of disciplines." [www.harvestroad.com](http://www.harvestroad.com)

### Aussie software drives Optus service

A mobile application delivery platform developed by Sydney company Bullant Software has been implemented at the heart of Optus' new 3G MyZooNow service. MyZooNow is an active portal where information is continually updated and pushed to mobile handsets. "MyZooNow gives a level of personalisation not seen before," claimed Allen Lew, managing director of Optus Consumer.

The Bullant software delivers a dynamic user interface that is managed and controlled by the Optus network, added Dr Chris Wooldridge, CEO of Bullant. "It provides a unified, easy-to-navigate interface that ensures a broad range of services and applications are just one click away." [www.bullant.com.au](http://www.bullant.com.au)

### Ramsay extends IBA contract

Australian private hospital group Ramsay Health Care has entered a new four-year contract covering the use of hospital administration and billing systems from IBA Health. The deal, which will involve most of Ramsay's 74 hospitals, is valued at \$A5.25 million.

Under the terms of the contract IBA will be required to ensure that ongoing product development meets Ramsay's current and future needs "in the evolving health industry", said Steve Garrington, CEO of IBA. [www.ibatech.com](http://www.ibatech.com)

### THELMA continues to attract funds

ICSGlobal's THELMA electronic health transaction exchange continues to attract new users, with the AMA Health Fund and Credicare Health Fund the most recent converts.

On the other side of the world ICSGlobal and MedAccess Plus Health Informatics Network (MAPHIN) of the US have completed proof of concept trials of THELMA for electronic claims and remittance. As a result, the MAPHIN/THELMA network is now able to transact electronic claims and remittance in all states of the US, explained Tim Murray, managing director of ICSGlobal. [www.thelma.com.au](http://www.thelma.com.au)

### Zylotech involved in airport security

Australian video technology supplier Zylotech and Honeywell Building Solutions have won a contract to provide closed circuit TV systems to Qantas for use in its new building complex at Adelaide Airport. The contract will involve Zylotech's fourth generation surveillance software. [www.zylotech.com.au](http://www.zylotech.com.au)

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## INSIDER EDITION

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### Beam builds solution for Telstra

Beam Communications, a subsidiary of ASX-listed company Tele-IP, has delivered three remote calling solutions to Telstra. The solutions, designed specifically for the telco, provide for a discrete standalone satellite telephony installation that can be deployed anywhere on earth, explained Michael Capocchi, Beam's general manager. "The deployment of these terminals into remote communities will set a precedent for other markets globally," Capocchi added. [www.beamcomm.net](http://www.beamcomm.net)

### Tele-IP to build business school net

Tele-IP has been awarded a contract to supply and integrate data communications networks for the Melbourne and Mount Eliza campuses of the Melbourne Business School. The networks will be built using data communications products from Huawei. "The solution provides for Huawei's full range of end-to-end datacom products, encompassing core, edge, and access network layers, as well as provision for network management software," explained Rick Wakeham, national sales and marketing manager of Tele-IP. [www.tele-ip.com](http://www.tele-ip.com)

### PIPE begins Springfield loop

Recently listed company PIPE Networks has begun building a dark fibre network between the CBDs of Brisbane and Greater Springfield, a fully-planned city being constructed 22 kilometres from Brisbane. The 79 kilometre loop is expected to support all forms of telecommunications for South-East Queensland's western corridor, a spokesman explained.

Included in the loop, which is due to be operational in February 2006, will be the Tier III+ Polaris Data Centre, a spokesman said.

### Equinix supports VoIP phone group

Australian wholesale VoIP solution provider Broadband Phone has selected US company Equinix as its provider of co-location and network exchange services. Under the terms of the deal Broadband Phone will use Equinix's hub in Sydney as the primary network interconnection point for the delivery of services for its retail and wholesale customers. [www.broadbandphone.com.au](http://www.broadbandphone.com.au)

### Ship builder takes WatchGuard

WA shipbuilder Austal has selected a Firebox X Core security appliance from WatchGuard to protect an IT network linking its Australian and US business units.

### Telstra spreads the contracts

Amidst all the talk of the overhaul of Telstra — which has been covered at great length in the daily press — and a generally gloomy analysis of the telco's future, three equipment and services suppliers are delighted with the current state of affairs. Alcatel, Cisco, and Ericsson have all been selected to work on the transformation of Telstra (which sounds like it would make a good title for an opera).

Alcatel will "assist" Telstra in its IP network transformation project by providing network solutions and end-to-end integration capabilities, as well as on-going support.

Cisco is the preferred supplier for the upgrade of the IP core network, which will replace the Telstra Internet Direct and Routed Data networks. The upgraded network will be built on the Cisco carrier routing system.

Ericsson will be involved in the development of Telstra's 3G city-to-country mobile network strategy, a spokesman said. Under the terms of a new MOU Ericsson will provide design, construction, support, and maintenance services, as well as equipment for the 3G core and radio access network infrastructure.

#### Cisco wins Sanitarium upgrade deal

Cisco Systems has been awarded a contract to provide an IP communications network for Sanitarium Health Food Company. The new network will replace existing phone systems across multiple sites and provide a more flexible and secure network, claimed Dr Kevin Wallace, infrastructure services manager for Sanitarium. The company will replace legacy data and voice infrastructures with a single highly effective communications network, Wallace added.

### Qld Rail buys more GPS Online gear

Queensland Rail (QR) has ordered a further 50 communications units from Australian developer GPS Online for use in 50 new locomotives. QR had previously ordered more than 1000 of the systems from GPS Online under an eight-year-old supply contract. The devices use GPS tracking to determine the location of a train and automatically change the frequency of the voice radio channel to suit regional network requirements. [www.gpsonline.com.au](http://www.gpsonline.com.au)

### Amcom green light for SABRENet

Amcom Telecommunications has been awarded a contract to build and maintain a 92 kilometre, 10 gigabit fibre optic network for the South Australian Broadband Research and Education Network (SABRENet). It will link major SA research sites, campuses, teaching hospitals and technology parks.

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FORWARD thinking



## DEAL MAKERS

### Admerex appoints Kiwi reseller

Admerex, an Australian developer of applications for financial institutions, has awarded New Zealand company CreditWorks Group the right to market and provide the Admerex CWX software as a hosted service. The software is made up of eight modules that manage the primary aspects of the collections and receivables process for financial institutions, telcos, and credit and debit card businesses, explained Kim Goodall, executive chairman of Admerex.

CreditWorks has developed the Credit Reference Industry Solution (CRISworks) to address the problem of insolvencies and bankruptcies in the building and construction industry. CRISworks monitors debt portfolios from more than 150 vendors with aggregate portfolios exceeding more than \$NZ8.5 billion (about \$A8 billion) a year, Goodall said.

"This is an exciting prospect for Admerex as it creates opportunities in a new market and a new business model for operations in New Zealand."

[www.admerexgroup.com](http://www.admerexgroup.com)

### Cameron teams with local developer

Cameron Systems, an Australian developer of trading solutions that use the Financial Information Exchange Protocol, has entered a services partner agreement with Australian company Velocity Systems. Under the terms of the agreement, Velocity will provide FIX implementation services based on Cameron's full suite of products, as well as support services.

Velocity is a financial services software developer specialising in foreign exchange. It has offices in Sydney, Adelaide, and London, and provides an e-commerce foreign exchange platform for the Commonwealth Bank of Australia and for Westpac. Overseas it has provided IT and business process support for eSpeed (a subsidiary of Cantor Fitzgerald) and Deutsche Bank in London. [www.velsys.com](http://www.velsys.com)

### Mincom wins a big red tick

Queensland software developer Mincom has been declared the winner of an annual DARIN-2005 Award by the Russian Academy of Business and the Russian Union of Industrialists and Entrepreneurs. The award was made in recognition of Mincom's commitment to the development of constructive relations between Russia and the western community.

Mincom has been active in Russia for several years and in the past 18 months has won some significant contracts, said Richard Mathews, Mincom's CEO. [www.mincom.com](http://www.mincom.com)

### Reckon plans share buyback

Software supplier Reckon plans to spend about \$A5.5 million to buy back some seven million shares and reduce its issued share capital by five per cent.

"The company is cash rich and we wanted to use the cash to pursue certain transactions during 2005," explained chairman John Thame. "It was hoped that we could replicate the success of the acquisition of the APS group of companies. This has proved difficult to do and the board has decided instead to use the cash to reduce capital." [www.quicken.com.au](http://www.quicken.com.au)

### Optima takes first step into storage

Australian hardware manufacturer Optima Technology Solutions has launched its first storage product in the shape of the Vizon storage server. The Vizon is described as high-performance, self-contained IP SAN storage solution that will find applications in medium-sized businesses, remote offices, and small data centres. It is powered by Falconstor IPStor iSCSI technology.

"With open-ended scalability and the capacity to support emerging technologies, such as 64-bit processors, the Vizon storage is ideally positioned to grow with any organisation," claimed Ole Mortensen, product marketing manager for Optima.

[www.optima.com.au](http://www.optima.com.au)

### Aussie podcasting tool hits the US

Australian company Red Square is to supply its Podifier podcast publishing application to US company M-Audio for inclusion in the Podcast Factory, which is a bundle of professional-standard recording technology and software.

Podifier automates the creation of an RSS feed and the association of one or more MP3 files, and it includes the FTP application to upload them to a server, explained Tony Redhead, principal of Red Square. "Podifier was originally designed to simplify the process of publishing podcasts and our aim is to make it available to the Internet community at large. Being included in the Podcast Factory allows us to take this a step further." [www.podifier.com](http://www.podifier.com)



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**DEAL MAKERS**

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**Catuity plans to test new markets**

Catuity, the developer of merchant loyalty systems that is listed on the ASX and — by the skin of its teeth — NASDAQ, plans to test the viability of two new markets. The company has entered partnerships that will allow it to launch bundled loyalty programs into the Australian clubs market and into US chiropractic practices early in 2006.

In the US the company has entered a relationship with International Merchant Solutions to market a Catuity-owned loyalty program to help chiropractors gain new customers and drive the sale of higher-margin supplements and services, explained John Racine, CEO of Catuity.

Back home, the company has entered a similar agreement with RedCat to market a complete solution to almost 3000 Australian clubs.

**— Business briefs —**

- Multiimedia has completed its acquisition of Dutch company New Skies Satellites, which is being integrated into the existing NewSat business. Adrian Ballintine, CEO of Multiimedia, said New Skies will extend Multiimedia's reach into the oil, gas, mining, media, and government sectors. [www.multiimedia.com](http://www.multiimedia.com)
- US CRM developer FrontRange Solutions has appointed BizCarta an IT service management channel partner to tackle the NSW, Queensland, and Victorian markets. US company BizCarta provides consultancy and professional services that align IT strategies with business processes.
- Queensland company IT Training Solutions has joined forces with Australian consulting and contracting company Intec Group to offer business skills training to IT professionals in Queensland. Details from [www.itts.com.au](http://www.itts.com.au)
- Australian HR services provider Talent2 has acquired Stonyer and Associates, a specialised executive recruitment firm based in Wellington, New Zealand.
- Nokia Australia has been appointed a reseller of the newly released Fujitsu mProcess business process automation toolset for mobile applications. A spokesman said Fujitsu mProcess offers mobile connectivity to back-end systems and is compliant with Nokia business devices.
- Australian company Cleartext has released the JabberNow enterprise instant messaging appliance from US company Jabber Inc. The device is intended for use in companies with small or medium sized workforces. [www.cleartext.com.au](http://www.cleartext.com.au)

**Aussies worth watching****A roundup of companies making waves at home and abroad**

- **eWORD Technologies** is a software development company and provider of educational computer software that focuses on extending Microsoft Office to provide productive solutions for businesses and government agencies. Since launching Max's Toolbox in Australia and the US in June 2002, eWord has negotiated distribution agreements for the US and Canadian markets and is in the process of establishing a network of distributors in Europe, South America, and Asia. [www.eword.com.au](http://www.eword.com.au)
- **IMPULSELOGIC** provides solutions designed to help retailers connect to customers' emotions and guide them through the decision-making process by providing the right information at the right time, in the right way — either through printed signs and labels, or digital signage. The company recently shifted its headquarters operation from Australia to San Ramon in California. [www.signiq.com](http://www.signiq.com)
- **FULFILNET's** aim is to build and market online content management and search engine marketing tools and services for small and medium sized businesses. The company's 4SiteCreation (4SC) product is customised, re-branded, and distributed by telecommunications companies, ISPs, and other strategic partners. [www.fulfil-net.com](http://www.fulfil-net.com)
- **12D MODEL** software produces digital terrain models on PCs for civil engineering projects. Clients include civil and water engineering consultants; environmental consultants; surveyors; and local, state, and federal government departments and authorities. 12D solutions is a powerful terrain modelling package that allows fast production in a wide variety of projects, including roads, rail, site layouts, and environmental impact studies. [www.12d.com](http://www.12d.com)
- **IMAGINATION ENTERTAINMENT** creates, produces, and distributes interactive entertainment. The company has interests in traditional games and puzzles, DVD games, mobile phone games, interactive television, and digital media production. In 2005 Imagination's DVD games products are available in 85,000 retail outlets around the world. [www.imagination.com.au](http://www.imagination.com.au)
- **IATIA VISION SCIENCES (ASX:IAT)** is a developer of computational phase imaging solutions for visualisation, wavefront sensing, and machine vision. IATIA provides phase imaging and wavefront sensing technology products and consultancy services based on the company's Quantitative Phase Imaging technology. Based in Melbourne, IATIA holds global patents developed by physicists and scientists in Australia. [www.iatia.com.au](http://www.iatia.com.au)

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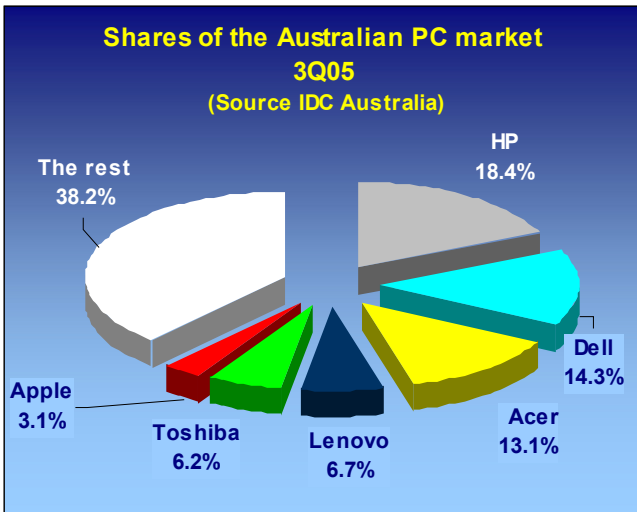
# Rust e-Research Roundup

## Aussie PC market grows 20%

Sales of desktop and notebook personal computers in the third quarter of 2005 reached 875,000 units, 20 per cent higher than the third quarter of 2004, but nine per cent below the second quarter of 2005, according to IDC Australia.

An IDC analyst said the quarter was much in line with seasonality, with no major tenders recorded and the SME and whitebox markets accounting for a greater share of the market. In addition, new Media Centre devices were introduced into the consumer space and led to a change in the component mix sold with those PCs, the analyst explained.

“The sub-\$A1000 notebook PC space continued to be a significant new part of the market, but the sell-through in some channels during the second quarter slowed this market growth,” the analyst noted. “This was in part due to a significant growth in other low-priced products, such as projectors and low-end single-function printers.



## A/P IP Centrex services jump

IP Centrex revenues in Asia/Pacific (excluding Japan) will reach \$US157 million in 2009, showing a five-year compound annual growth rate of 95 per cent as businesses match these solutions with IP telephony deployment, according to IDC Asia/Pacific telecommunications and network services analysts. Australia is currently the largest IP Centrex market in the region. By 2009, Australia, Taiwan, Hong Kong and Korea will be largest country markets in terms of revenue, the analysts predicted.

IP Centrex services are starting to see strong growth in the region as more operators look to the service as a way to harness the move into IP telephony in the enterprise. Service providers throughout the region have launched IP Centrex services and these offerings are slowly gaining mindshare, helping to create demand.

“As the APEJ region sees increasing development of the enterprise IP telephony market, service providers are looking to IP Centrex as a way to gain revenue from its growth”, said Tim Crowley, research manager, IP services, IDC Asia/Pacific. “In particular, IP Centrex Services allow small and medium-sized

businesses (SMBs) access to the features, functionality and cost savings offered by IP PBX solutions, without the same level of infrastructure investment required.”

## Australians fear losing money online

A recent piece of research by Unisys has revealed what Australian banking customers fear most — it’s the loss of their money through ID fraud. The Unisys research also showed that Australians were the largest users of on-line banking, which presents Australian banks with the challenges of retaining their customers, managing risk, and investing in new security systems.

The research found that nearly half of all bank account or credit card holders worldwide would consider switching banks if a competitor offered better protection against identity theft.

Increasingly, customers felt that accountability rested with banks when it comes to effective anti-fraud measures and, in some cases, would be willing to pay higher fees or switch institutions in exchange for peace of mind. However, Australians were the least likely to be willing to pay for secure banking.

One in five of all survey respondents surveyed said they worried “a lot” about fraud, with 47 per cent of Australians expressing loss of money as their primary concern.

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

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## Rust e-Research

### Continued from page 6

Respondents also considered the risk of someone committing a crime in their name and the time and effort required to fix any resulting problems as cause for worry.

### According to Gartner

By 2010, IT organisations in midsize and large companies will be 30 per cent smaller than they were this year. Ten to 15 per cent of IT workers today will fully drop out of IT occupations in the same time-frame. To meet the new requirements, employers will be looking for a new type of employee, dubbed the “versatilist” who will have local knowledge, knowledge of industry processes and leadership ability as well as technical aptitude.

Gartner is also urging CIOs to get on the “multisourcing” bandwagon and look beyond “quick fix” cost cutting measures and instead enable capability building, global expansion, increased agility, and profitability. Linda Cohen, VP of Gartner said, “moving beyond outsourcing is necessary to achieve growth and agility. Chaotic and compulsive outsourcing creates as many challenges as it solves.”

According to Gartner, most CIOs are currently unaware of the emerging trend for voice to become embedded in IT applications in a way that is expected to fundamentally change the way voice communication is used in the workplace. “Today we dial, tomorrow we click,” said Geoff Johnson research VP at Gartner. “Voice will be embedded in everything and mobility will be crucial. Calls will be made by clicking through a document or an email rather than dialling a number.”

Australia is fast emerging as a leader in the adoption of IP telephony and voice-over-internet protocol (VoIP), with more than 55 per cent of Australian businesses having either implemented or having taken steps to implement VoIP services, in comparison to just 35 per cent of Asia Pacific companies.

The research group is also advising users to focus on eliminating older IT systems and consolidating where necessary to deliver results to the business. Andy Kyte, a research fellow at Gartner, said users should focus on delivering rapid results in the areas of business that matter, and suggested focusing on one area that would make a big difference rather than splitting resources across many projects. “CIOs are suffering from initiative fatigue,” he said. “There are too many projects; too many things are competing for resources.” [www.gartner.com](http://www.gartner.com)

## A CEO told me

Rob Ashe, CEO and president of Cognos

**RUST:** Could you please give a brief rundown on Cognos today?

**ASHE:** Today Cognos is the world leader in business intelligence and corporate performance management. Our Australian customers include all the major banks and telcos, major manufacturers and logistics companies, and both sides of State and Federal Government departments. Our solutions let customers improve and direct corporate performance by enabling all of the key steps in the management cycles — from planning and budgeting, to measuring and monitoring performance, to reporting and analysis.

**RUST:** How does Cognos’s business break down around the world?

**ASHE:** The Company’s business breaks down into roughly 60 per cent North America, 30 per cent Europe, and the remaining 10 per cent in Asia. These figures represent a greater proportion of business in Asia following recent acquisitions. Cognos serves more than 23,000 customers in more than 135 countries. We also have more than 3000 partners and resellers worldwide.

**RUST:** Can you comment on Cognos 8 Business Intelligence?

**ASHE:** Cognos 8 is the most important product release in the company’s history and the BI industry, and customer feedback so far has been tremendous. Cognos 8 brings together the full strength of our BI capabilities on a single, modern and proven services-oriented architecture — a platform we first introduced to the market in 2003 with Cognos ReportNet. By standardising BI on a single platform, organisations can realise the full potential of their BI, locating answers and analysing trends to identify opportunities and make better decisions. In this way, Cognos 8 redefines the standard for BI — both for today and many years to come.

**RUST:** How do you see the future outlook for Cognos?

**ASHE:** The outlook for Cognos is excellent. Through 2005 we have extended our leadership position in BI and corporate performance management. We are entering 2006 with industry-wide momentum. I am proud of the dedication, hard work, and accomplishment of the Cognos team over the past 12 months. Companies around the world have made BI standardisation and performance management top priorities for their organisations driving a rapidly growing number of implementations. According to Gartner the CPM market is expected to grow with a compound growth rate of 9.9 per cent to reach US\$900 million by 2009.

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## REVOLVING DOORS

### Pallister quits QuikTrak

Mark Pallister has resigned as managing director and CEO of QuikTrak Networks, although he will continue a relationship with the company as a consultant.

Last week Pallister resigned from the board of Zylotech after ASIC charged him with three counts of intent to defraud that did not involve QuikTrak. (*Rust Report*, Nov 11, p8)

### Sparkes heads UCMS

Steve Sparkes has replaced Mark Maddren as managing director of UCMS Solutions, the technology arm of ASX-listed UCMS Group. Maddren will become a non-executive director of the company.

Sparkes is something of an industry veteran who has worked for companies like Security Mail, CSC, Wang Global, and Hitachi Data Systems.

### SAP names regional man

Steve Shipley has been appointed head of the financial services practice of SAP Asia/Pacific. He will be based in Sydney.

Shipley joined SAP from EDS, where he was vice president for the financial services industry, Asia-Pacific. He has also worked for Invest-Ex and Barents/KPMG Consulting.

### Swiss group Down Under

Swiss integration and migration specialist E2E Technologies has opened an office in Sydney to spearhead its first push into the Asia/Pacific region. Steve Covington has been appointed vice president for the region and will work from the new Sydney office.

Prior to joining E2E Covington was with SGI in a number of roles, and he has also worked for IBM, Volante Group, and Dell Computer.

### AttachmateWRQ grows

Bill Lucas and Colin Barnetson have joined the Australian account team of AttachmateWRQ.

Lucas, account manager for the southern region, was previously with SAS Institute.

Barnetson, who is principal consultant with AttachmateWRQ, was previously with Reuters and also worked for Bridge Information Systems and Moneyline Telerate in software development.

### Doors slam at EDS

Phil Pryke and Iain Blacklaw left EDS last week after the company announced a restructure. In its new form the EDS regional operation has been divided into two parts — Asia/Pacific South and Asia/Pacific North, with Chris Mitchell appointed sales leader for the southern division. A head for the northern division is yet to be appointed.

We have been informed that the departure of Pryke and Blacklaw was not as dignified as it could have been.

### VoIP skills for Prognosis

Integrated Research has appointed Nathan Brumby general manager of IP telephony; Stephen Sarjeant regional manager for Asia/Pacific, the Middle East, and Africa; and Kailem Anderson IP telephony relationship manager in the US.

Brumby was CEO of Software Engineering Australia before joining Object Consulting in April (*Rust Report*, Apr 8, p8).

Sarjeant was most recently on a consulting assignment for Dimension Data, prior to which he worked for Cisco.

Anderson, previously Integrated Research's IP telephony product manager, is relocating to the US.

### Makryllos heads APC

Gordon Makryllos has been appointed country general manager of the Australia and New Zealand operations of American Power Conversion.

Makryllos was previously with Siemens, but has also held senior positions with PictureTel, Telstra, IBM, Lotus Software, and Hewlett-Packard.

### — Around the traps —

⇔ Jenni Ilagan has been appointed A/NZ marketing manager for AMD. She has previously worked with Epson Australia and Ingram Micro Australia.

⇔ Edgar Villarosa has been appointed northern region alliance manager for CPS Technology Group. He has previously worked for JNA (now part of Lucent), Optus, and New World Telecom.

⇔ Phillip Wing will retire from Technology Venture Partners at the end of this year, but will remain a significant shareholder in the firm.