

Rust Report

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

September 25, 2009

THE RUST BUCKET

Many questions

As the inimitable Yogi Berra once said: "It's tough to make predictions, especially about the future."

I have been asked many times recently about the future of ICT and how firms and organisations will have to adapt radically or face extinction.

What percentage of world's population uses some kind of PC or handheld device? When did server sales overtake sales of other devices? What's happening to spending on mainframes? The analyst community is daily pumping out facts and figures that illustrate change in the ICT industry. These include questions about how new products are faring or how trends like downsizing, outsourcing, and networking have overtaken the industry news.

This information is typically needed for presentations, press releases, marketing back-grounders, and reports. More generally it is needed to answer questions like how much further can the industry grow? How will growth across specific sections of the industry vary? How will new products or technologies fare compared with existing products?

In most first-world countries, including Australia, healthcare is virtually rated as out of control and creating major budgetary problems. The size of our healthcare budget has become an index of the nation's sickness rather than its health. There are many imbalances between repairing the old and creating the new in many of our industry sectors.

Several markets today need stimulating; we need to design the future we want quickly. Ultimately economic success will go to those companies, institutions, vendors, and individuals who best use their inventiveness, intelligence, enthusiasm, and cleverness.

Around the world, countries are competing for leadership in the global knowledge economy. Success in this space will depend upon how quickly countries can leverage the opportunities for innovation, investment, and economic growth that are now presented by convergence of technology. Competition is intense and our global competitors are moving faster than Australia.

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Aussie guides newly formed services giant

Melbourne-based developer Panviva has been selected to provide its SupportPoint business process guidance software to Aurecon, a professional technical services provider that was recently formed by the merging of Australian company Connell Wagner with South African companies Africon and Ninham Shand. The software will be used to guide the new entity's employees in the Asia/Pacific region as they implement new business processes, explained David Frenkel, CEO of Panviva.

"Aurecon Asia/Pacific recognised that to embed a new global, client-focused, standardised business model, it needed a way to ensure employees could quickly and efficiently adapt to new processes and enterprise applications that are being rolled out," Frenkel added. www.panviva.com

Aconex helps upgrade UK schools

Australian company Aconex is to provide its Web-based collaboration system to Wates Construction to support a program that will redevelop and upgrade secondary schools in the English borough of Luton. The Aconex system will be used to manage information and link the public and private sector parties involved in the projects. www.aconex.com

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INSIDER EDITION

TechOne supports new energy quest

Queensland developer TechnologyOne has been selected to provide a suite of applications to Geodynamics, a company that recently announced proof-of-concept for its method of creating power geothermally. The company is preparing to power Innamincka before building its first commercial scale geothermal power plant.

TechnologyOne will provide its Financials, Work & Assets, HR & Payroll, and Project Management systems. "We have been working closely with a wide range of companies in this sector and have grown to understand what they need for their technology," noted Adrian Di Marco, executive chairman of TechnologyOne.

"Whether traditional or alternative, a fully-integrated solution is necessary to enable them to keep track of their many projects and plan for the future." www.technologyonecorp.com

ISS runs Kiwi gas deliveries

WA developer ISS Group has won a contract to provide a gas nominations and liquids trucking system to Origin Energy Resources (Kupe), a New Zealand-based subsidiary of Origin Energy.

The system will incorporate ISS's BabelFish data collection and collation system as well as associated applications that will be combined to provide a Web-based system for the management of gas and liquids sales from a production facility in the North Island province of Taranaki.

"As part of the ISS Energy Suite of applications the Gas Nominations system provides a vital component to managing the domestic sales of any hydrocarbon process," said Grant Eggleton, global business manager of ISS Group. www.issgroup.com.au

RUST BUCKET

Continued from page 1

Convergence — between the telcos, IT, consumer electronics, broadcasting, and the creative content industries — has long been talked about, but it is now starting to have a real impact.

The best way to predict the future is to invent it. For Australia to be at the forefront of digital convergence, industry, government and the so-called regulators must think and act in a more converged way.

Across the world increased connectivity has also become a prominent factor in the discourse on strengthening and maintaining social cohesion. Narrowing the digital gap is a priority for public sectors worldwide, regardless of their countries' overall information and communications maturity.

Facilitating access and effective use of ICT has increasingly moved to the top of national agendas with the objective of furthering understanding of networked readiness and its main enablers. As global competition becomes increasingly knowledge intensive, many warning signs are telling public and private decision-makers that our economy may not be generating the appropriate volumes and levels of skills.

— Len Rust RustOz@bigpond.com.au

DWS retains tax office business

DWS Advanced Business Systems has been awarded a new contract for the support and enhancement of the Australian Tax Office's e-tax project. DWS had been working on the project since it acquired services company Turnaround Solutions about three years ago, noted Vivian Clark, COO of DWS.

The latest contract, valued at about \$A10 million over three years, is important to the company, Clark acknowledged. "E-tax is a high-profile project for DWS and we are pleased to be able to continue to build on our strong relationship with the ATO." www.dws.com.au

Devnet builds travel planner

NSW motorists' organisation NRMA has worked with Devnet to develop a travel planning project that it describes as one of the most ambitious corporate online mapping initiatives undertaken in the Asia/Pacific region (www.mynrma.com.au/travel). The new service includes road trip planning advice, advertising, and member offers.

"While simple Google Maps mashups are plentiful, there have been a limited number of enterprise-class applications leveraging the Google geo-service," explained Craig Deveson, managing director of Devnet. www.devnet.com.au

Telstra takes Beam's GPS gear

Beam Communications has been awarded a contract to provide 150 of its IridiTrak satellite-based GPS alert and tracking terminals for use by a large Telstra customer. www.beamcommunications.com



TerraNova and Jacanda Strategic Alliance

US corporate advisory and funds management firm TerraNova Capital Partners and Australian corporate advisory firm Jacanda Capital have formed a Strategic Alliance to provide global investment banking services to Australian technology companies. The services include Mergers & Acquisitions Advisory, Equity Capital Raisings and Business Development. Together the two firms are ideally positioned to assist emerging Australian companies achieve their growth objectives, with offices in Silicon Valley, New York, London and Sydney.

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INSIDER EDITION

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SolveIT is the full bottle for Amcor

Amcor has selected Australian developer SolveIT Software to provide its Advanced Planning & Scheduling application for use by Amcor Glass. The system will be used to plan and schedule the production of more than one million bottles a day, explained Dr Arvind Mohais, director of technical delivery at SolveIT. Implementation will start this month and is scheduled to be completed late in January 2010.

The Amcor Glass Packaging plant is near South Australia's Barossa Valley. "The addition of Amcor Glass to our customer base strengthens our position in the wine sector, which is a key vertical for SolveIT," Mohais said. www.solveitsoftware.com

Orders and Implementations

- Gentrack, a company owned by meter data management giant Landis + Gyr and ANZ Bank, has been selected to provide a billing and CRM system to new UK energy retailer Ovo Energy. www.gentrack.com
- IBM will work with WA's International Centre for Radio Astronomy Research on technology to manage the huge amounts of data produced by the yet-to-be-constructed Square Kilometre Array telescope. Data flows are expected to exceed one exabyte each day. www.ibm.com/au/en/
- University of Technology, Sydney, has selected Cognos 8.3 from IBM as its student management reporting tool. www-01.ibm.com/software/au/data/cognos/
- Recycling specialist Renewed Metal Technologies has selected Epicor 9 as the ERP system for a new state-of-the-art facility it is building at Wagga Wagga in NSW. www.epicor.com/australia
- Telstra has been awarded a \$A10 million contract to provide a range of telecommunications services and managed services to Coca-Cola Amatil. The deal covers IP telephony, mobile voice and data services, a managed contact centre, managed computing services, and billing services. www.telstra.com.au
- Macquarie has been awarded a \$A1 million contract to provide managed hosting services to Equity Trustees for four years. www.macquarietelecom.com/hosting.

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

- **BUILDIFORM** provides technology solutions to councils, certifiers, and engineers, helping clients to implement Internet and mobile technologies in their businesses to increase productivity and reduce risk. Buildiform's customers process thousands of files and inspections and create, manage, and store all certificates, reports, and letters in the certification process. www.buildiform.com.au
- **SIGMA INFOTECH** offers Web and business solutions for the retail and hospitality sectors with products ranging from customised off-the-shelf software to enterprise-wide systems, as well as informational Web sites and Web-enabled CMS-driven portals. The company caters for clients such as Australian Sports Commission, Marnia of Cungahlin, Pide Heaven, and A Little Miracle. www.sigmainfotech.com.au
- **LOGICAL POS** provides restaurant management software, handheld ordering systems, and POS solutions. The company helps resolve the business needs of restaurateurs in order to streamline their operations and improve customer service. The Logical POS package is user-friendly and easily customised or tailored to suit individual operations. www.logicalpos.com.au
- **UPSTREAM PRINT SOLUTIONS** helps businesses reduce the cost and hassle of document output management by providing solutions that help companies print less and reduce their carbon footprint. Clients include Accenture, BMW, Fairfax, American Express, Repco, Mayo Healthcare, OAMPS, ResMed, Tabcorp, and Wesfarmers. www.upstream.com.au
- **BLUEFISH444**, a division of Bluefish Technologies, is a supplier of uncompressed video cards for the Windows, Mac OSX, and Linux operating systems. The video capture cards are included with systems that are used for digital video content creation and broadcast. www.bluefish444.com
- **nMETRICS** is a software development company that provides application and network performance reporting tools. nMetrics designs, develops, markets, sells, and supports its tools for deployment in high-speed complex networks and its Application Monitor is a purpose-built application layer monitoring appliance designed to meet operational and infrastructure management requirements. www.nmetrics.com.au

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DEALMAKERS

It's all in the name, says PKBA

PKBA, the ICT services company set up in 2007 by KAZ founder Peter Kazacos, is to be renamed Anittel. The new name, according to CEO Mark Stead, is derived from Australian, national IT, and telecommunications, and "is reflective of the company's mission statement and value proposition".

Since its formation the company has focused on the mid-market and on regional parts of Australia. www.anittel.com.au

Mikoh appoints US reseller

Australian technology development company Mikoh has entered a US supply and distribution deal for its SecureContainer closure devices with Packaging Strategies Inc. Matt Blomfield, CEO of Mikoh, noted that PSI is a supplier to the US Government and, with Mikoh's support, has already exhibited the technology at government-focused roadshows. "They are currently working on several significant sales opportunities into the US Government," Blomfield added.

"This [agreement] allows PSI to offer existing and new government customers a cost-effective means to secure shipments of high-value assets ranging from classified documents to sensitive equipment. We intend to replicate this type of reseller relationship to supply other governments outside the US," Blomfield added. www.mikoh.com

ICT rates strongly in grants

ICT companies ranked well in the latest round of Commercialising Emerging Technologies (Comet) funding from the Federal Government (www.ausindustry.gov.au). Among the 13 companies awarded \$A70,400 were:

- Changetrack Research, NSW, which has developed tools to manage change management in organisations;
- Interactive Transport, Queensland, which has developed fleet management software for transport operators;
- Sports Performance Systems, Queensland, for its coaching software, which is delivered online;
- SBBM Enterprises, Tasmania, which has developed a process to extract precious metals from electronic circuit boards and equipment;
- Tickit Systems, Victoria, which has developed risk analysis software based on Web technologies;
- Tradeslot, Victoria, for its CarbonNavigator SaaS offering for carbon reduction management;
- Saleemz, WA, for its Track'em mobile material tracking and management system;
- Secure Watch, WA, which has developed a mobile personnel safety and OH&S security system; and
- Parts All Over, for its portal allowing buyers to research options when purchasing car parts and accessories.

Questions of patentability

The Advisory Council on Intellectual Property is calling for input about whether existing laws inhibit innovation. Details www.acip.gov.au

ICT deficit blows out further, ACS

Even though ICT exports from Australia continued to grow to almost \$A6.6 billion in 2008, the ICT trade deficit also continued to increase to \$A28 billion as imports jumped to \$A34 billion, according to figures released this week by the Australian Computer Society. The figures were contained in a report prepared for the ACS by Professor John Houghton.

Several trends and opportunities were highlighted by the report, according to Kumar Parakala, chairman and president of the ACS. "Australia has never been a large manufacturer of traditional computer equipment and in recent years we have continued to spend on equipment and services imports, particularly from Asia," Parakala said. "This is healthy to the extent that ICT is a growing area of focus and expansion for Australian business and governments. Much of this equipment is powering our national productivity and providing Australia with a competitive advantage."

The report also brought attention to continued growth in the services sector, Parakala said. "We need to pay more attention to this sector and make it a national economic priority like the other top 10 export areas." www.acs.org.au

Webjet sets sights on North America

Online travel company Webjet has set the foundations for an entry to North America next year by setting up a joint venture and agreeing to acquire two travel Web sites, Farecrawler.com and Whentofly.com.

Webjet's joint venture partner is Mathias Friess, who was formerly general manager of global sales and distribution of the Virgin Blue group of airlines. www.webjet.com.au

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DEAL MAKERS

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MYOB spreads its horizons

Australian developer MYOB has extended its reach from accounting software into the CRM market. Still with an eye on the SMB sector the company has released MYOB ClientConnect, which is intended to help small and medium sized businesses generate leads, improve sales, and work more closely with existing clients, explained Tim Reed, CEO of MYOB.

Reed noted that MYOB's research had indicated that many businesses are transitioning from the challenge of managing high demand to the challenge of hunting for business for the first time in many years. <http://myob.com>

Business Briefs

- Multinational technology provider Marais Lucas has joined forces with Tasmanian company Nu Energy and Australian contractor John Holland to begin work on the Cambridge to Midway Point section of the Federal Government's national broadband network in Tasmania. www.dbcde.gov.au
- Mining technology services company Runge has appointed geological services provider Geological Solutions a prime sub contractor. The appointment will allow Runge to provide end-to-end services to the coal seam and gas mining industries, explained Tony Kinnane, managing director of Runge. www.runge.com
- Inside Info, a business analytics company that represents the QlikView software in Australia, has appointed Markinson a reseller of QlikView (www.markinson.com.au). Markinson provides business software to wholesale distribution and retail businesses. www.insideinfo.com.au
- Security specialist CoreSight (www.coresight.com.au) has been appointed a reseller of the SanDisk Enterprise range of portable storage solutions offered by Tudor Australia. www.tudortech.com.au
- Siemens Enterprise Communications has appointed Rauland Australia the exclusive reseller and integrator of its HiPath HiMed integrated healthcare communications and entertainment systems. Rauland provides nurse-call and entertainment systems to Australian hospitals. www.rauland.com.au

A VIP TOLD ME

Jonathan Rubinsztein

CEO of Red Rock Consulting

RUST: Please tell us about Red Rock Consulting.

RUBINSZTEIN: Red Rock was formed 11 years ago and has grown rapidly to more than 400 employees. We now have offices in Sydney, Melbourne, Canberra, Adelaide, Brisbane, Auckland, and Wellington.

RUST: What has led to this continued growth and success?

RUBINSZTEIN: I think key is the fact that we have had a very clear understanding of what we do best as an organisation and have stuck to it. Our core focus has always been Oracle and we have not strayed from it; it's our bread and butter and we do it very well.

RUST: How has the global financial crisis affected Red Rock?

RUBINSZTEIN: Red Rock is in an extremely strong position in the Oracle marketplace. We have made no redundancies for economic reasons and are currently recruiting heavily across many areas of our business. Our business has seen continued growth in demand around some of our key offerings of Oracle support, SOA integration, management reporting, and Oracle licence management.

RUST: There are many more Oracle technology users than applications in Australia, what are the trends you are seeing for them?

RUBINSZTEIN: The technology market is very busy at the moment — again, we are seeing customers trying to get more with less. This means topics such as database consolidation, virtualisation, and SOA are all figuring highly within our projects at the moment. Many Oracle users are entitled to upgrades to the new Oracle technology but have not utilised this.

RUST: What benefits are customers seeing in SOA?

RUBINSZTEIN: The BEA acquisition has been almost a paradigm shift for Oracle. Suddenly customers who have invested in Oracle's Application Server technology can move to a mature BEA SOA platform and get results. You have to remember that SOA needs not only technology changes but also a mind-set shift in the way the IT department thinks and works — no more point-to-point, all developments and applications need to be considered as a service. Our recent acquisition of Glue demonstrates our belief in and commitment to SOA.

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RUST e-RESEARCH

Data centre recession woes subside

The confidence levels of Asian data centre users and influencers have swung sharply into the positive, according to Emerson Network Power's recently completed Market Pulse Asia survey.

The key findings of the August survey show a reversal in confidence from negative (in early 2009) to positive from the majority of respondents, although business has indicated that deployment of IT projects (project pipeline) is still lagging. Importantly, energy efficiency is now considered the top priority by the respondents, with density (cooling) and availability (uptime) following in second and third respectively. This marks another reversal of pre-recession priorities, when availability was number one priority.

Russell Perry, marketing director for Emerson Network Power in Asia, said there are two key takeaways from the latest survey that will interest data centre professionals in the region. "Number one is the reversal of the negative sentiment, which is typically a precursor to increased spend and the commissioning of new projects," said Perry. "We'll be interested to see at what rate this sentiment converts into an improved project pipeline.

"The second is the switch from availability to energy efficiency as the top priority for new and existing data centre projects. This shows a clear connection between energy efficiency and cost reduction, which is consistent with the increased focus on OPEX as a result of the recession. It also shows that energy efficiency is now widely associated with lower cost, and less so with corporate governance or green initiatives from past years."

David Scott, managing director of Emerson Network Power in Australia, said the survey findings are consistent with what he's seeing in the local market.

Users hesitate on cloud computing

Security and data privacy concerns remain the most significant impediment to the adoption of cloud computing among enterprise users, according to an online poll recently conducted by Unisys.

Of the 312 respondents, 51 per cent cited security and data privacy concerns when answering the question, "What do you see as your greatest barrier to moving to cloud?"

The next-highest barrier to adoption of cloud computing, cited by 21 per cent of the respondents, was integration of cloud-based applications with existing systems.

Concerns about the ability to bring systems back in-house and regulatory/compliance issues were cited by 18 per cent and 10 per cent of respondents, respectively.

The poll results corroborated the outcome of another quick poll Unisys conducted in a June 2009 Webinar on protecting data in the cloud. Answering the question, "What is your greatest concern about moving workloads to the cloud?" 72 per cent of the respondents to that poll cited security concerns. Other considerations ranked significantly lower on the scale of urgency — for example, integration issues were next highest at 34 per cent.

"These poll results confirmed what we continue to hear from our clients as well as industry analysts," said Sam Gross, vice president of global IT outsourcing solutions at Unisys. "Until they are convinced that there is industrial-strength security in the cloud, CIOs will remain reluctant to move more than development and test systems into that environment. This is why we have made comprehensive security and data protection integral parts of the Unisys cloud computing strategy and solutions."

Telecoms is a remarkable industry

The growth of the telecoms industry has been truly remarkable and today we live in world where the number of mobile phones far outweighs the number of fixed lines. Millions of people around the world also enjoy high-speed Internet services with at least 30 per cent of all Internet users now connected to fixed broadband. It is expected that the milestone of 500 million fixed broadband subscribers will be reached early in the next decade. On a regional level, Western Europe still has the largest share of broadband subscribers worldwide.

Noting the remarkable growth of the industry Paul Budde of Budde.com said that millions of users worldwide now also connect to the Internet using mobile broadband services. As a result mobile data revenue is growing — albeit slowly. This slow growth will continue in the future until proper infrastructure based on 4G becomes available. In the interim, revenue from mobile data does provide the operators with one further revenue stream in a competitive market. The economic downturn will most likely dampen growth for the more luxury-based mobile services, but SMS is expected to continue its growth as it is popular, cheap, reliable and private.

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RUST eRESEARCH

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In recent times traditional fixed-line operators have had an uphill battle; facing external pressures such as deregulation, a severe industry and economic downturn, declining prices and major inroads by mobile services, Budde noted. People continue to drift towards other forms of communication, such as e-mail, online chat, and mobile text messaging instead of using the traditional phone. As a result, worldwide telecom revenue is suffering; however, many in the industry predict this will be relatively short-lived.

To combat the downturn, many telecoms operators are reining in costs and overall global telecoms capital expenditure (CAPEX) is in decline as operators delay or cut back on spending. The telecoms industry is also looking to outsourced and managed services to cut costs and many companies are considering infrastructure sharing arrangements.

The mobile market is also experiencing a backlash and by mid-2009 around half of all mobile operators around the world were reporting a downturn in revenue. While mobile ARPU levels differ widely between the regions of the world, on the whole all regions have experienced declines in ARPU over the past few years. ARPU from mobile voice services has been particularly affected by cuts to tariff rates and the trend towards voice-data substitution. As would be expected, markets with strong competition have also seen a considerable drop in mobile call charges.

Mobile handset manufacturers are also feeling the brunt as overall handset sales decline. On a brighter note, however, there is evidence that sales of smart phones are growing and in 2009 smart phone sales will account for more than 10 per cent of the worldwide market, Budde said.

PC slump may be bottoming out

The worst may be over for the PC industry, as worldwide PC shipments are on pace to reach 285 million units in 2009, a decline of just two per cent from 2008 shipments of 291 million, according to Gartner. The forecast is more optimistic than in June, when Gartner anticipated a six per cent unit decline.

"PC demand appears be running much stronger than we expected back in June, especially in the US and China," said George Shiffler, research director at Gartner. "Mobile PC shipments have regained substantial momentum, especially in emerging markets, and the decline in desk-based PC shipments is slowing down. We think shipments are likely to be growing again in the fourth quarter of 2009 compared to the fourth quarter of 2008."

Despite the increasingly positive outlook for the PC market, Gartner does not envision global shipments experiencing growth this year except as a very best-case scenario. PC units contracted 4.4 per cent in the first half of 2009 compared to the first half of 2008. For PC shipments to post growth for the year, shipments would have to grow at least four per cent in the second half of 2009 compared with the second half of 2008. Gartner analysts said that scenario seems just a bit beyond the market's capability at this point, even assuming Windows 7 enjoys an enthusiastic reception when it is released October 22.

"We don't expect the release of Windows 7 to significantly influence PC demand at year-end," Mr. Shiffler said. "At best, Windows 7 may generate a modest bump in home demand and possibly some added demand among small businesses. However, we aren't expecting most larger businesses, governments, and educational institutions to express strong demand for the new operating system until late 2010. We're actually more concerned that vendors will overestimate the initial demand for Windows 7 and end up carrying excess inventories into 2010."

Mini-notebooks continued to grow strongly in the second quarter of 2009 but faced increasing competition from lower-priced mainstream notebooks. They also continued to put tremendous downward pressure on PC prices in general and consumer mobile PC prices in particular. Gartner has revised its mini-notebook forecast upward to 25 million units in 2009

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REVOLVING DOORS

Cameron to depart Lenovo

Phil Cameron is to leave Lenovo at the end of September, reportedly bound for another vendor. He will be replaced by Alan Munro, who will take the position of vice president for Australia and NZ. Munro is currently the company's vice president of global accounts for Western Europe, based in the UK, and will move back to Australia in October.

Cameron joined IBM PC Company in 2001 and, after the formation of Lenovo, became sales director for Australia and NZ. He moved up to the country manager's position in 2008.

Whittard takes top job at Toshiba

Mark Whittard has been appointed managing director of Toshiba (Australia) and on November 1 will replace Hiroshi Kurihara, who will return to Japan as general manager for all overseas PC sales operations.

Whittard has been with Toshiba since 1998, and has held the position of general manager of the Information Systems Division since 2004. His replacement at ISD has not yet been announced.

O4 expands management team

Australian mobile sales force systems developer O4 Corporation has strengthened its management team as it continues to gain new customers. The new faces are:

- Alex Roche, who has been appointed professional services director for O4 APAC;
- John Howick, COO of O4 EMEA;
- Jamie Stannard, who is global support manager;
- Eric Barlin, who has been appointed vice president of strategy development; and
- Ian Oxman, vice president of global marketing.

Trbojevich joins Object Consulting

Business solutions provider Object Consulting has appointed Bob Trbojevich general manager of its northern region. Dr Julian Edwards, COO of Object Consulting, said that for the past seven years Trbojevich has worked "as a trusted adviser to CEOs" and has undertaken some fixed term projects.

Earlier in his career he was CEO of JD Edwards, and also served time with IBM, Sun Microsystems, and Optus. He also worked for several years with Apple's two largest Australian resellers, Edwards said. In his new role he will also be a member of Object Consulting's executive management team.

O'Donnell to leave TIO for study

Deirdre O'Donnell has announced that she will step down as Telecommunications Industry Ombudsman at the end of 2009 to undertake doctoral studies. She had been in the hot seat since 2007 (*Rust Report*, May 11 2007, p8).

The TIO is seeking a new ombudsman to take over from O'Donnell at the end of the year.

Ross O'Donnell joins Samsung

Ross O'Donnell has joined Samsung Communications as channel development manager. He will be based in Melbourne.

For the past 10 years he has worked for Panasonic Australia, most recently as specialist account manager, PBX, with responsibility for Victoria, Tasmania, and South Australia. He had previously worked for Total Communications, Performance Communications, Telstra (even while it was Telecom Australia), and Ericsson.

Kace builds up A/P operation

Kace, a US manufacturer of systems management appliances, has continued to build up its operation in the Asia/Pacific region. In February Martin Ryan was appointed managing director for Asia/Pacific, based in Sydney. He had previously worked for Minorplanet, Webcentral, ERG, AWA, and Wang.

Since then Andrew Souter has joined the company as director of technical services for Asia/Pacific, and Rob Cockerill has been appointed business development manager. Both are based in Sydney. Souter previously worked for Altiris/Symantec, and Cockerill has worked for Advanta, StreamServe, FileNet, and Wang.

Around the Traps

- Toby Knight has been promoted within Citrix to the new position of director of desktop technologies. He joined the company two years ago from Dimension Data.
- Richard Summergreene has been promoted to Compuware's regional director for Federal Government and southern A/NZ. He has been with the company since 1995.
- Simon Baker, a former CEO of the ASX-listed REA Group, has been appointed non-executive director of DVD rental company Quickflix. He is currently the CEO of Classified Ad Adventures, which invests in online classified ad companies.