

# IBM Software Solutions Directory

AUSTRALIA & NEW ZEALAND 2007



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Application Infrastructure  
Commerce

**Lotus** software

Messaging, Collaboration, Portal  
& Mobile Workforce Solutions

**IBM. Information Management** software

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**Rational** software

Software Development

**Tivoli** software

Security  
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find a locally certified  
Software Business Partner<sup>†</sup>  
in the NEW 'Blue Pages'  
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# IBM Express Middleware

IBM's Express Middleware is an extensive range of market leading IT solutions designed for midsize businesses. Specifically developed to satisfy the particular demands of this market segment, the Express Offerings are all certified by IBM to meet benchmarks in ease of use, installation and total cost of ownership. When you invest in IBM Express Middleware, you receive exactly the software you require to install and configure all at a value packed low price. IBM Express Middleware requires only a single server and runs on key operating systems. Best of all IBM Express solutions can be easily upgraded as your business requirements grow.

## IBM Tivoli® Monitoring Express

Helps small and medium businesses automate the monitoring of essential system resources to detect bottlenecks and potential problems and automatically recover from critical situations.



## IBM Tivoli Identity Manager Express

Enables companies to effectively manage the integration, security and compliance of their On Demand business infrastructure. This simple and secure identity management solution provides essential password management, user provisioning and access rights auditing capabilities.



## IBM Tivoli Provisioning Manager Express for Inventory

New low-cost, easy-to-use inventory management solution that collects, stores and maintains hardware and software information, and delivers customisable reports using a standard, Web-based interface.



## IBM DB2® 9 Express Edition

Provides a full-function relational database management system. Self-tuning, self-managing and self-configuring capabilities increase reliability while minimising complexity.

## IBM Tivoli Provisioning Manager Express for Software Distribution

New low-cost, easy-to-use software distribution solution containing all the capabilities included in Tivoli Provisioning Manager Express for Inventory, plus the ability to quickly distribute software and security patch updates.



## IBM Informix® Dynamic Server (IDS) Express Edition

Designed with midsize businesses in mind, it combines a self-managing database engine that provides the power, function and reliability needed for an On Demand business with simplicity in packaging, installation and deployment - at a minimal investment cost.

## IBM Tivoli Storage Manager Express Edition

Provides quick, reliable and easy backup and recovery for small and midsize businesses, departments and remote offices. Fast backup to disk means minimised backup window and network bandwidth. Easy install and configuration means you can conduct your first full backup in less than 30 minutes. Also works as agent for Microsoft Exchange® and SQL.



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#### IBM Express Middleware

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- IBM Tivoli Provisioning Manager Express for Inventory
- IBM Tivoli Provisioning Manager Express for Software Distribution
- IBM Tivoli Storage Manager Express Edition
- IBM Tivoli Identity Manager Express
- IBM DB2 9 Express Edition
- IBM Informix Dynamic Server (IDS) Express Edition

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## IBM Express Middleware (continued)

*“Essentially, Domino Express has given us a cost-effective means of delivering a growing number of standard business solutions but in a totally unique business environment.”*

**Jonathon Payne,**  
Application Systems Team  
Leader, Oil Search Limited\*

### IBM Express Runtime

An integrated infrastructure offering that integrates the core server components of IBM WebSphere® Application Server - Express, DB2 Universal Database Express, IBM HTTP Server and a common admin console. These components are provided in one pre-integrated and configured package.

### IBM Express Runtime Plus

Provides a growth path from IBM Express Runtime, with limits increased up to four processors.

### IBM DB2 Everyplace® Express Edition

Provides an attractively priced mobile database and synchronisation solution for small and midsize businesses.

### IBM Lotus® Domino® Express

Complete messaging and collaboration solutions for businesses with 1,000 or fewer employees. Three products are available:

- Lotus Domino Messaging Express offers email, calendar and scheduling, team discussions, document sharing with basic workflow, integrated presence awareness and interactive, online conversations.
- Lotus Domino Collaboration Express includes all the features of Lotus Domino Messaging Express, plus a powerful platform to run custom or vendor applications.
- Lotus Domino Utility Server Express allows virtually unlimited access to collaborative applications (not individual mail files).

Companies can choose to provide access to their Lotus Domino applications through a Web browser or through a separately acquired Lotus Notes client – to make applications available to internal or external users as needed.

### IBM Workplace™ Services Express

A team collaboration solution with an integrated portal and built-in business instant messaging that makes it simple to get teams and projects up and running. Runs on a single server, is quick to install, and provides easy-to-use and easy-to-customise team spaces with templates and list-ports to create, edit and share documents and information.

### IBM WebSphere Commerce - Express

A complete end-to-end solution providing the core capabilities that growing midsize businesses need to create or expand their B2B or B2C e-commerce site with a minimum investment.

### IBM WebSphere Commerce - Express Developer Edition

Includes a single seat of the development environment, and additional seats can be purchased.

### IBM WebSphere Portal - Express

Allow for easy deployment of sophisticated portal solutions that support employees, trading partners and customers. Each user can customise content, applications, portal page organisation and graphical appearance. WebSphere Portal - Express Plus adds collaboration features that help teams of individuals work together effectively on projects.

### IBM WebSphere Application Server - Express

A cost effective, affordable entry point to e-business, providing fast and productive development, deployment and visual management of dynamic Web sites. It features a simplified Web application server, a development environment based on IBM Rational Web Developer, and wizards and samples that can help reduce complexity and deployment costs.



### IBM WebSphere Partner Gateway - Express

A light-weight, easy to use, cost-effective B2B connectivity tool for community participant spokes, that leverages AS2 and HTTP standards for transmitting documents securely over the Internet.

For more information:  
[ibm.com/software/au/express](http://ibm.com/software/au/express)

**IBM Express Middleware**

IBM Express Runtime  
 IBM Express Runtime Plus  
 IBM DB2 Everyplace Express Edition  
 IBM Lotus Domino Express  
 IBM Workplace Services Express  
 IBM WebSphere Commerce - Express  
 IBM WebSphere Commerce - Express Developer Edition  
 IBM WebSphere Portal - Express  
 IBM WebSphere Application Server - Express  
 IBM WebSphere Partner Gateway - Express

**Business Integration**

Application integration  
 IBM WebSphere MQ  
 IBM WebSphere MQ Everyplace  
 IBM WebSphere Information Integrator  
 IBM Lotus Enterprise Integrator  
 IBM Lotus Connector for SAP R/3 with MTA & Workflow  
 IBM WebSphere MQ Extended Security Edition  
 IBM WebSphere Enterprise Service Bus

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*"We were looking at the best way to integrate our IT infrastructure, and we chose WebSphere MQ as the framework for messaging between SAP and legacy applications."*

**Vito Cammarota**  
**IT Architecture and Application Manager**  
**Alenia\***



## Business Integration

IBM business integration software helps you create seamless connections between your people, processes and information by breaking down silos within your IT environment. It gives you the flexibility to quickly adapt to changing business conditions and to deliver the right information to the right people and applications at the right time.

### Application integration

#### IBM WebSphere MQ™

Delivers reliable integration for applications and Web services, allowing existing software and hardware investments to be leveraged across more than 80 platform configurations. Provides an award-winning messaging backbone as a proven transport for enterprise service bus (ESB). Supports JMS®, SSL®, SOAP®, Eclipse® and IPV6®.

#### IBM WebSphere MQ Everyplace

Extends business integration to mobile devices using secure and dependable application messaging. Connects seamlessly to many WebSphere offerings by providing a mobile transport layer that can operate over semi-connected wireless and wireline networks. Available in two editions.

#### IBM Lotus Enterprise Integrator®

High-performance, scalable exchange of data between Lotus Domino and native access to host and relational data systems. With point-and-click ease, creates, manages and schedules batch and real-time access to provide integration with relational systems such as IBM DB2 and Oracle®, Sybase® and more.

#### IBM Lotus Connector for SAP R/3 with MTA and Workflow

This set of tools provides scheduled or event-driven SAP data access, mail transfer to and from SAP® and Lotus Domino, or integration of SAP work items within your Lotus Notes mailbox.

#### IBM WebSphere MQ Extended Security Edition

This enhanced edition of WebSphere MQ provides a multiplatform security management solution with end-to-end, application-level data protection features. Enables enterprise-wide, remote management of security policies on the MQ network and can be deployed to existing production environments without changes to existing WebSphere MQ applications.

#### IBM WebSphere Enterprise Service Bus

Provides Web services connectivity, Java Messaging Service and service-oriented integration, allowing customers to quickly and easily build and deploy interactions between applications.





## Business Integration (continued)

*“With IBM’s help we can move forward with a service oriented architecture that helps us respond to today’s challenges and gives us a flexible architecture to respond to future challenges”.*

**Ram Sunkara,**  
Manager, Integration  
Competency Center.  
Xerox\*

### IBM WebSphere Message Broker

Builds on WebSphere Event Broker (formerly WebSphere MQ Event Broker and WebSphere Business Integration Event Broker) to provide a further level of intermediation between applications using different message structures and formats including XML, COBOL, C, EDI, SWIFT and other standards. Supports any-to-any transformation, database integration and web services.

### IBM WebSphere DataStage® TX Extender for Message Broker



Extends the range of message formats and protocols that Message Broker can handle, including very large, complex semi structured data sets. Offers wide support for industry standards with predefined industry PACKs.

### IBM WebSphere Message Broker with Rules and Formatter Extension for Multiplatforms

Expands on WebSphere Message Broker functionality by providing a high-performance rules function that uses predefined criteria to process messages with complex structures and multiple variables. Also features continuity, compatibility and investment protection to existing WebSphere MQ Integrator, Version 2.1.

### IBM WebSphere Message Broker File Extender

Extends WebSphere Message Broker by adding information brokering for file-based business data. Plug-in nodes extend the processing further to include file content and messages. Supports conversion of files to messages and messages to files, and provides transformation, enrichment and logging.

### IBM Tivoli OMEGAMON® XE for Messaging

Makes it easy to determine the availability and performance of critical messaging and business process components for managing and monitoring WebSphere MQ, IBM WebSphere MQ Integration Broker and IBM WebSphere InterChange Server. Monitors the status of key components and provides comprehensive monitoring and management capabilities with robust security features through a powerful set of tools. Supports WebSphere MQ, Version 6.

### IBM WebSphere Adapters

Plug into your business applications and data sources to reveal information held inside, how it is structured and what can be done with it. Control information flow in and out of applications without changing the application. Pre-packaged products help customers integrate legacy and packaged applications, technologies and mainframe systems, addressing industry-specific and cross-industry needs. Complement other WebSphere Business Integration products.

### IBM WebSphere DataPower SOA Appliances

IBM SOA appliances are purpose-built, easy-to-deploy network devices that simplify, help secure, and accelerate your XML and Web services deployments while extending your SOA infrastructure. These new appliances offer an innovative, pragmatic approach to harness the power of SOA while simultaneously enabling you to leverage the value of your existing application, security, and networking infrastructure investments.

### IBM WebSphere Service Registry and Repository

An industrial-strength tool that helps you achieve more business value from your service-oriented architecture (SOA) by enabling better management and governance of your services.



## Business process management

### IBM WebSphere MQ Workflow

Facilitates rapid process deployment to people, applications and Web services, based on the WebSphere software platform and WebSphere MQ. Scalable and optimised for parallel distributed processing in a service oriented architecture.

### IBM WebSphere Process Server

Next-generation process server for integrating and automating business processes using enterprise services based on a service oriented architecture.

### IBM WebSphere Integration Developer

New Eclipse 3.0-based tool to assemble business processes with minimal programming skills.

### IBM WebSphere Partner Gateway Advanced Edition

Provides a consolidated B2B gateway for partner community integration, capable of serving multiple B2B protocols and standards. Ensures consistent security and service levels apply to all external partner connections.

### IBM WebSphere Partner Gateway Enterprise Edition

Provides a consolidated B2B gateway for partner community integration, capable of serving multiple B2B protocols and standards. Ensures consistent security and service levels apply to all external partner connections. Licensed to an unlimited number of partner connections.



## IBM WebSphere Business Integration Server Foundation

Delivers a next-generation integration environment for building, deploying and choreographing Web services to form composite applications within a service oriented architecture. Combines the benefits of a native Business Process Execution Language for Web Services (BPEL4WS) process choreographer and business rule beans with the scalability and market-leading features of WebSphere Application Server Network Deployment- hosted J2EE application components.

### IBM WebSphere Business Modeler

WebSphere Business Modeler products help organisations visualise, comprehend and document their business processes. Rapid results can be obtained through the collaboration functionality, where subject matter experts team clearly defines business processes and models, then deploys, monitors and takes actions based on KPIs, alerts and triggers for continuous optimisation. Business processes then get tightly linked with strategic corporate objectives and honed as required.

### IBM WebSphere Studio Application Developer Integration Edition

See description on page 27.

## IBM WebSphere Business Integration Workbench

An easy-to-use process modelling tool that allows testing, analysing, simulating and validating of business processes and software models. Offers a full range of business process models, from the creation of process flow diagrams to the validation of process.

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### Business Integration

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IBM WebSphere DataStage TX  
Extender for Message Broker  
IBM WebSphere Message Broker  
with Rules and Formatter Extension  
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IBM WebSphere Message Broker File  
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Messaging  
IBM WebSphere Adapters  
IBM WebSphere DataPower SOA  
Appliances  
IBM WebSphere Service Registry and  
Repository  
Business process management  
IBM WebSphere MQ Workflow  
IBM WebSphere Process Server  
IBM WebSphere Integration  
Developer  
IBM WebSphere Partner Gateway  
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IBM WebSphere Business Modeler  
IBM WebSphere Studio Application  
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## Business Integration (continued)

### IBM WebSphere Business Monitor

Displays real-time information from a variety of environments to enable decisive business innovation and optimisation. The monitor feeds this data back into process modelling tools, with alerts and notifications to key users, to deliver continuous business process improvements. Allows the monitoring of non-process data by retrieving information from external databases. Tightly integrates with both WebSphere Business Modeler and WebSphere Process Server—providing support for the Common Event Infrastructure by leveraging the Common Base Event (CBE) format.

### IBM WebSphere Host Access Transformation Services

Provides all the tools needed to quickly and easily extend host applications to business partners, customers and employees. Makes 3270 and 5250 applications available as HTML through the most popular web browsers, while converting host screens to a web look and feel. Makes it easy to improve the workflow and navigation of host applications without any access or modification to source code. IBM iSeries™ versions are available.

### IBM WebFacing Deployment Tool with HATS Technology

A single product that offers the advantages of both IBM WebFacing Tool and HATS. Makes 5250 applications available as HTML through a browser, or in a portlet, while converting host screens to a web look and feel. Helps improve the workflow and navigation of host applications.



### IBM Host Access Client Package for Multiplatforms

Allows managed migration of Web-to-host technologies at a customised pace. At one price per user, provides access to legacy applications for all types of users regardless of their needs. This package includes IBM Personal Communications for traditional emulation and WebSphere Host On Demand for browser-based emulation. iSeries version is available.

### IBM CICS® Transaction Gateway

A J2EE connector to CICS applications that supports the J2EE Connector Architecture (JCA) 1.5 specification. Enables CICS applications to be used in comprehensive and sophisticated J2EE and web services solutions that are hosted on powerful application servers, such as WebSphere Application Server.

### IBM WebSphere Host Integration Solution

This single offering includes virtually everything needed to create and deploy advanced On Demand business applications that rely on host systems. Included are IBM Personal Communications, WebSphere Host On Demand, WebSphere Host Access Transformation Services, IBM Communication Servers, WebSphere Application Server and an IBM Rational Software Development Platform tool. iSeries versions are available.

For more information:  
[ibm.com/software/au](http://ibm.com/software/au)





# Application Infrastructure

The foundation of a resilient and responsive enterprise, IBM application servers support the business logic for an application program. IBM application servers manage interactions between users and applications and between applications and data to deliver the reliable performance and scalability that your On Demand Business needs to succeed.

## IBM Lotus Domino Enterprise Server

In addition to the features of IBM Lotus Domino Messaging Server (see description on page 12), this server provides a robust platform for developing and deploying collaborative applications on a wide variety of operating systems. It also offers clustering capabilities for failover and load balancing.

## IBM Lotus Domino Utility Server

Provides access to non-mail collaborative applications only. If accessed by a Web browser, no client access license (CAL) is required. (Allows Lotus Notes client access, with separately acquired Lotus Notes CAL.) Designed for deploying Lotus Domino applications with a high number of users who are difficult to track. Includes entitlement to IBM Lotus Workflow and IBM Lotus Domino Document Manager.

## IBM Lotus Domino Utility Server Express

See description on page 4.

## IBM WebSphere Application Server

An industry-leading J2EE® and Web services application server that builds, deploys and manages On Demand business applications. J2EE 1.4 certified, it delivers a high-performance and extremely scalable transaction engine for dynamic business applications.

## IBM WebSphere Application Server Network Deployment

Expands on WebSphere Application Server to provide advanced Web services features and extended deployment services such as clustering and high availability. Provides a robust, secure infrastructure to help ensure 24x7 availability of business-critical Java applications.

## IBM WebSphere Extended Deployment

Extends the capabilities of WebSphere Application Server Network Deployment to deliver a dynamically scalable, high-performance environment with extended manageability for distributed WebSphere applications. Supports On Demand scaling, simplifies operation management and improves quality of service for applications running very high transaction volumes.

## IBM WebSphere Application Server for Developers

The functional equivalent of WebSphere Application Server, providing an easy-to-use development environment to build and test On Demand applications (licensed for development use only).

## IBM WebSphere Application Server Community Edition

A lightweight J2EE application server built on Apache Geronimo®. Harnesses the latest innovations from the open source community, and provides a readily accessible, flexible foundation for building and deploying Java applications. Download code from IBM at no charge. IBM offers technical support as an annual subscription, priced per server.



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#### Business Integration

- IBM WebSphere Business Monitor
- IBM WebSphere Host Access Transformation Services
- IBM WebFacing Deployment Tool with HATS Technology
- IBM Host Access Client Package for Multiplatforms
- IBM CICS Transaction Gateway
- IBM WebSphere Host Integration Solution

#### Application Infrastructure

- IBM Lotus Domino Enterprise Server
- IBM Lotus Domino Utility Server
- IBM Lotus Domino Utility Server Express
- IBM WebSphere Application Server
- IBM WebSphere Application Server Network Deployment
- IBM WebSphere Extended Deployment
- IBM WebSphere Application Server for Developers
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*“The intranet, running under WebSphere Application Server with DB2 Universal Database, has delivered excellent performance and stability. And we are not surprised: our ERP system, running on DB2 on an IBM iSeries server, has been performing well for many years.”*

**Dominic Serong,**  
Customer e-business solutions manager,  
Olex Cables\*



## Commerce

These commerce offerings accelerate the implementation, automation and integration of hundreds of cross-channel marketing and sales processes, helping companies of all sizes become an On Demand Business and allow their customers to conduct business when they want, how they want and where they want. These offerings support both B2C and B2B or hybrid commerce business models – with a single common infrastructure.

### **IBM WebSphere Commerce Enterprise**

Provides a powerful, flexible infrastructure based on a unified platform for running large, high-volume B2B and advanced B2C e-commerce websites for a global On Demand business. Supports customer-specific pricing, terms and entitlements that involve individuals with varying levels of authority.

### **IBM WebSphere Commerce Developer Business Edition**

Provides a corresponding development environment for WebSphere Commerce Business Edition.

### **IBM WebSphere Commerce Professional Edition**

Increases site functionality for B2C and multi-channel retailers by personalising customer buying experiences, streamlining order processes, reducing cycle times, optimising operational efficiencies and accommodating high transaction volumes. Provides infrastructure to support and integrate multiple sales channels, including Web, kiosk, POS, buy online and pickup in store, and more.

### **IBM WebSphere Commerce Developer Professional Edition**

Offers a corresponding development environment for WebSphere Commerce Professional Edition.

### **IBM WebSphere Commerce - Express**

See description on page 4.

### **IBM WebSphere Commerce - Express Developer Edition**

See description on page 4.



# Messaging, Collaboration, Portal and Mobile Workforce Solutions

IBM messaging and collaboration software can help your organisation manage, communicate and collaborate effectively internally and externally. Bring people together through unified email, calendaring, instant messaging, web conferencing, team spaces, learning and collaborative applications. Integrate real-time interaction of people, applications, information and business processes, to increase responsiveness and make better, faster decisions with personalised, role-based portals for B2E, B2B and B2C.

## IBM Lotus Domino products

### IBM Lotus Domino Messaging Server

Includes integrated messaging and directory services that provide world-class email, calendaring and scheduling, discussion databases and address books in a unified, easy-to-manage architecture. Includes collaboration tools such as discussion databases, basic workflow for documents, presence awareness and interactive, online conversations.

### IBM Lotus Domino Enterprise Server

See description on page 9.

### IBM Lotus Domino Utility Server

See description on page 4.

### IBM Lotus Domino Utility Server Express

See description on page 4.

The following two Lotus clients can be used separately or together to provide maximum flexibility. To license, combine with one or more of the above Lotus server offerings.

### IBM Lotus Notes

This premier, high-function integrated desktop client for accessing Lotus Domino server combines enterprise class messaging, calendaring and scheduling capabilities with a powerful platform for collaborative applications.

### IBM Lotus Domino Web Access and Lotus Domino Access for Microsoft Outlook®

A sophisticated client that provides users with access to leading Lotus Domino messaging and collaboration features—delivered through a Web browser. Includes Lotus Domino Access for Microsoft Outlook for easy migration from Microsoft Exchange to Lotus Domino, allowing users to continue working with familiar Outlook clients.

### IBM Lotus Sametime

An IBM market-leading platform for real-time collaboration based on three On Demand capabilities—presence awareness, instant messaging and web conferencing.

### IBM Lotus Web Conferencing

Delivers all the benefits of web conferencing while offering the cost savings of an on-premise deployment. With concurrent user pricing, the same license can be used to hold internal and external meetings. Based on Lotus Sametime.

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### Messaging, Collaboration, Portal & Mobile Workforce Solutions

IBM Lotus Domino products	
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IBM Lotus Domino Enterprise Server	
IBM Lotus Domino Utility Server	
IBM Lotus Domino Utility Server Express	
IBM Lotus Notes	
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## Messaging, Collaboration, Portal and Mobile Workforce Solutions (continued)

*“QuickPlace® supports collaboration among people working at different times and in different locations. Changes to a QuickPlace document can now be tracked easily.”*

**Kevin Lewis**  
Sales and Marketing Manager  
Resource Systems\*

### IBM Lotus QuickPlace®

An enterprise-ready, self-service workspace expressly designed for team collaboration. Users can create secure workspaces on the web, providing a place to collaborate on projects.

### IBM Lotus Workflow

A stand-alone application development tool that works with Lotus Domino and speeds the creation and deployment of workflow-oriented applications. Allows organisations to standardise and streamline time-consuming, people-based activities and track their progress.

### IBM Lotus Domino Document Manager

Makes it easy for many levels of users to securely capture, store, manage and provide access to collaborative business documents. Helps manage the complete life cycle of office documents from collaborative authoring to review, approval and archival.

### IBM Lotus Domino Unified Communications

Allows email, voice and fax messages to be stored in a single mail file. Extends message access to additional devices and technologies, such as mobile phones, pagers, PDAs and browsers. Can alert subscribers in different ways when a message meets certain criteria.

### IBM Lotus Learning Management System

Allows customers to manage both e-learning and classroom training programs from a single platform, so they can efficiently administer their organisations' learning activities and deliver training in a more convenient, cost-effective and timely manner. Integrates with IBM Lotus Virtual Classroom for blended learning sessions.

### IBM Lotus Virtual Classroom

Delivers live, Web-based interactive training to employees, suppliers and trading partners. Virtual whiteboarding, breakout sessions, structured Web conferencing and record-and-playback capabilities help ensure effective learning while saving on travel costs.

### IBM WebSphere Portal products

#### IBM WebSphere Portal Enable

An industry-leading solution delivering a single point of personalised interaction with applications, content, documents and business processes. Helps build scalable and reliable process-driven portals based on open standards that provide an onramp to a service oriented architecture. Now with support for orchestrated workflow, virtual portals, enhanced content management and IBM i5/OS™.

#### IBM WebSphere Portal Extend

Builds on the features of WebSphere Portal Enable with extended search capabilities to optimise productivity, a Web analysis function to provide vital business intelligence and collaboration tools like instant messaging, team workspaces and a people finder portlet to enhance productivity.

#### IBM WebSphere Portal - Express

See description on page 4.

#### IBM WebSphere Everyplace Mobile Portal Enable

Provides browser-based, device-independent access to portal content. Its Intelligent Content Adaptation technology reduces development and maintenance cost. Reduces time to market by automatically adding support for new devices.

#### IBM WebSphere Portlet Factory

Supercharges WebSphere Portal with tools and technology to rapidly create, customise, maintain and deploy portlets. The ease of use and advanced development features help streamline the entire portlet development process, enabling developers to deliver adaptive, robust portlets that support a service oriented architecture in a fraction of the time and at a fraction of the cost it requires today.



## IBM Workplace™ products

### IBM Workplace Collaboration Services

Provides an integrated, portal-based, centrally managed collaborative environment that includes a wide range of capabilities built on a single, componentised infrastructure.

### IBM Workplace Managed Client

Provides online and offline access to IBM Workplace messaging, documents, instant messaging, Activity Explorer, productivity tools and data access. Offers flexibility and portability of client-side applications, combined with server-side control and cost savings. Servers supported include IBM Workplace Collaboration Services, IBM Workplace Messaging and IBM Workplace Documents.



### IBM Workplace Forms

Enables the creation, deployment and streamlining of XML forms-based processes. Leverages open standards to integrate an intelligent user interface with high-value back-end systems. Provides public and private sector organisations with security-rich forms that leverage existing sources and systems to better serve customers and increase operational efficiency.



### IBM Workplace Forms Express

IBM Workplace Forms Express helps mid-market organisations quickly and easily create interactive Web forms without Web programming skills. It creates open-standards-based electronic forms that help reduce paper costs, collect accurate data at the point of capture, improve workflow and extend existing IT investments. Clients can use the global, instant access of the Web to connect more efficiently with their employees, customers and suppliers to help improve overall level of service and satisfaction.

### IBM Workplace Web Content Management

Makes it easy for many levels of users to manage comprehensive web content creation, life cycle, personalisation and publishing for dynamic intranet, extranet and Internet sites. Can use DB2 Content Manager or Oracle as content repositories. Also available in Standard Edition for organisations and departments with less than 1,000 users.

### IBM Workplace for Business Strategy Execution

Helps organisations improve the management and execution of their business objectives, be more responsive to change and align actions to strategy. Helps communicate strategy and metrics consistently throughout the organisation and assigns accountability to meeting objectives. The Team Edition comes bundled with a full license of IBM Workplace Services Express. The Enterprise Edition comes bundled with a full license of WebSphere Portal Extend.



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IBM Lotus Workflow	
IBM Lotus Domino Document Manager	
IBM Lotus Domino Unified Communications	
IBM Lotus Learning Management System	
IBM Lotus Virtual Classroom	
IBM WebSphere Portal products	
IBM WebSphere Portal Enable	
IBM WebSphere Portal Extend	
IBM WebSphere Portal - Express	
IBM WebSphere Everyplace Mobile Portal Enable	
IBM WebSphere Portlet Factory	
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*“Lotus Workplace Web Content Management has become a core component of our business critical applications,” said Bird. “It has greatly increased productivity by giving us many new ways to deliver the right information to the right people.”*

**Lionel Bird, IT Director, Ebsworth & Ebsworth\***



## Messaging, Collaboration, Portal and Mobile Workforce Solutions (continued)

### IBM Workplace for Business Controls and Reporting

Provides a web-based foundation for monitoring business controls in response to Section 404 of the Sarbanes-Oxley Act or other control initiatives, such as CoBIT. Can help companies gather and monitor information about controls in a consistent manner.

### Mobile Workforce Solutions

#### IBM WebSphere Voice Application Access

Allows customers, suppliers and employees to use any phone to access WebSphere Portal, providing a consistent visual and voice experience for the end user while leveraging the existing portal infrastructure.

#### IBM WebSphere Everyplace Access

Transforms an organisation into an On Demand Business by extending access to critical information and applications using mobile devices.

#### IBM WebSphere Everyplace Connection Manager

Secure, roaming access across a wide variety of networks from a wide variety of devices.

### IBM WebSphere Everyplace Deployment

End-to-end platform including a server-managed client, tools and server components to build, deploy and maintain solutions that can adapt to device and network conditions and deliver a rich graphical user interface.

### IBM Lotus Domino Everyplace

A wireless solution that gives mobile Lotus Notes and Domino users access to their email, calendars, to-do lists, directories and other applications from virtually anywhere, at any time. Supports multiple mobile devices, including personal digital assistants (PDAs), smartphones and pagers – from a single platform.



### IBM WebSphere Everyplace Mobile Portal Enable

See description on page 12.

For more information:  
[ibm.com/software/au/lotus](http://ibm.com/software/au/lotus)



# Information Management

Information Management solutions from IBM optimise business value by integrating, analysing and efficiently managing all your information assets throughout their life cycle. IBM's portfolio delivers a comprehensive information infrastructure to leverage all information assets regardless of format, location or platform.

## Database Servers

### DB2 Data Server

DB2 is the database management system that delivers a flexible and cost-effective database platform to build robust On Demand business applications. The DB2 family also includes solutions tailored for specific needs like data warehousing or high-volume transaction systems.

### IBM DB2 9 (formerly codenamed 'viper')

Offers leading edge XML technology that removes traditional boundaries of relational databases. DB2 9 is the industry's only hybrid data server that serves both relational and pureXML™ data, allowing customers to significantly reduce the complexity and time spent creating information rich applications. DB2 9's game changing enhancements include unique optimisation for powering SAP faster, an optional data compression feature that slashes storage requirements and hence total IT cost, and label-based access control, a fine grain security feature that gives customers the flexibility to support their unique security & privacy requirements.



### IBM DB2 Express-C 9

This is a version of DB2 for the community, a no-charge data server for use in development of applications including C/C++, Java, .NET, PHP and more. DB2 Express-C can be run on up to 2 dual-core CPU servers, with up to 4GB of memory, with no restriction on database size. pureXML® technology is included. Platforms: Linux, Windows; maximum 2 processors, 4GB memory.



### IBM DB2 Workgroup Server 9

Data server of choice for deployment in a departmental, workgroup or medium-sized business environment. It is offered in both per authorised user or per processor pricing models to provide an attractive price point for medium sized installations while providing a full-function data server. Platforms: Linux, UNIX, Windows; maximum 4 processors, 16GB memory.



### IBM DB2 Enterprise Server 9

Designed to meet the database server needs of midsize to large businesses. Can be deployed in Linux, UNIX® and Windows environments on many sizes of servers.



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## Information Management (continued)

### IBM DB2 Express 9

The ideal entry level data server. Suitable for transaction processing or complex query workloads on servers with up to two processors.



### IBM DB2 Personal 9

Provides a single-user database engine ideal for deployment to PC-based users. Can be remotely managed, allowing for deployment in occasionally connected or remote office implementations that don't require multiuser capability.



### IBM DB2 Everyplace Enterprise Edition V9

The next-generation of mobile data stores, providing a full enterprise synchronisation solution to integrate enterprise and mobile information – from any location or source, at any time, right in the palm of your hand.



### DB2 9 Features

#### Advanced Access Control Feature (Enterprise Version only)

This feature increases the control you have over who can access your data. Label-Based Access Control lets you decide exactly who has write access and who has read access to individual rows and individual columns.

#### Database Partitioning Feature (Enterprise Version only)

This feature allows partitioning of a database within a single SMP system or across a cluster of MPP systems. Data partitioning provides scalability to support very large databases with complex workloads, and increased parallelism for faster query processing and execution of administration tasks.

#### Geodetic Data Management Feature (Enterprise Version only)

This feature provides the ability to store, access, manage or analyse location-based round earth information for weather, defense, intelligence or natural resources applications for commercial or government use. It can accurately compute distance and area by treating the earth as a continuous spherical coordinate system.

#### High Availability Feature

This feature provides 24 x 7 continuous availability for your DB2 data server and contains these components. HADR allows failover to a standby system in the event of a software or hardware failure on the primary system. Online reorganisation reconstructs the rows in a table to eliminate fragmented data and to compact information for better performance while permitting uninterrupted access to the table data. Tivoli System Automation Multi-Platform provides high availability by automating the control of IT resources such as processes, filesystems, and IP addresses. It can coordinate the automatic failover to a standby DB2 data server using HADR.

#### Net Search Extender

This DB2 extension provides text and XML search capability. Intended for server high-end e-business scenarios, it provides unique query performance and scalability by combining advanced caching and optimisation technologies with text search technology. It supports the XML data type. All text search functions can be used on XML documents stored natively in the database and those stored in BLOB and CLOB data types.



## Performance Optimisation Feature (Express, Workgroup)

This feature combines the functionality of MQTs, MDCs and Query Parallelism, providing performance optimisation for complex queries, data clustering for OLAP applications, and high performance for machines with multiple processors. Materialised Query Tables (MQTs) are a powerful way to improve response time for complex queries. MQTs are tables whose definition is based on the result of a query, typically containing precomputed results. Queries against MQTs can help you obtain results faster. Multidimensional clusters (MDCs) provide an elegant method for clustering data in tables along multiple dimensions in a flexible, continuous and automatic way. MDCs can significantly improve query performance. Query Parallelism allows for the simultaneous processing of parts of a single query by multiple processors, improving performance on multi-processor machines.

## Performance Optimisation Feature (Enterprise)

This feature provides performance tuning and monitoring capability. Performance Expert is a performance analysis and tuning tool for managing a heterogeneous mix of DB2 systems with a single enduser interface. It simplifies DB2 performance management by enabling you to monitor applications, system statistics and system parameters with a single tool. Query Patroller is a powerful query workload management offering that proactively and dynamically controls submission and execution of queries for better management of DB2 data server workloads.

## pureXML® Feature

This feature allows you to create XML columns in a DB2 database. This enables DB2 data server operations with XML data, such as creating tables with XML columns, adding XML columns to existing tables, creating indexes over XML columns, creating triggers on tables with XML columns, and inserting, updating or deleting XML documents.

## Storage Optimisation Feature (Enterprise Version only)

This feature includes both data row compression and backup compression to help maximise the use of existing storage. Data Row Compression uses a static dictionary-based compression algorithm to compress data by row. Repeating patterns that span multiple column values within a row can be replaced with shorter symbol strings. In I/O-bound systems, it can reduce storage requirements and may improve overall performance. Backup Compression efficiently compresses data in the DB2 server buffer before data is written to disk, providing fast backups and significantly smaller backup images.

## Workload Management Feature

This feature leverages the Connection Concentrator in conjunction with either Query Patroller or the DB2 Governor to provide a more proactive, failsafe workload environment. Connection Concentrator allows for failsafe operation and load balancing of a workload, and it allows reallocation of work with every new transaction. Query Patroller is a powerful query workload management offering that proactively and dynamically controls submission and execution of queries for better management of DB2 data server workloads. The DB2 Governor monitors and changes the behaviour of applications that run against the DB2 data server. It manages application transactions by reactively limiting the resources available to a transaction based on a definable set of rules.

## IBM DB2 Everyplace Express Edition

Provides an attractively priced mobile database and synchronisation solution for small and midsize businesses.

For more information:  
[ibm.com/software/au/db2](http://ibm.com/software/au/db2)

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## Information Management (continued)

### **Informix**

Providing industrial-strength, near-zero-administration computing, Informix Dynamic Server (IDS) offers high levels of performance and reliability with a low cost of administration.

### **IBM Informix Dynamic Server (IDS) Enterprise Edition**

Provides online transaction processing (OLTP) performance, reliability, and nearly hands-free administration. IDS 10 Enterprise Edition offers significant improvements in performance, availability, security, and manageability over previous versions, including patent-pending technology that virtually eliminates downtime and automates many of the tasks associated with deploying mission-critical enterprise systems.

### **IBM Informix Dynamic Server (IDS) Workgroup Edition**

OLTP database for midsize business or enterprise departmental solutions. Provides online transaction processing (OLTP) performance, legendary reliability, and nearly hands-free administration.

### **IBM Informix High Availability Data Replication (HDR) for Informix Workgroup Edition**

Offers a continuous high-availability solution that protects your data from both planned and unplanned outages. This complete turnkey disaster recovery solution offers lower TCO, better performance, greater scalability, and increased availability over leading competitive technologies.

### **IBM Informix Dynamic Server (IDS) Express Edition**

Designed with midsize businesses in mind, it combines a self-managing database engine that provides the power, function and reliability needed for an on demand business with simplicity in packaging, installation and deployment – at a minimal investment cost.

### **U2**

UniData and UniVerse (U2), IBM's MultiValue™ data servers offer high performance, scalable information management environments for embedding in a wide variety of vertical applications.

### **IBM UniData**

A nested relational data server designed for embedding in a variety of solutions. UniData excels in data server interoperability, offers robust high-availability, with proven stability, scalability and performance. UniData is the foundation for many of the best solutions in such industries as higher education, finance, and emergency services. UniData offers low total cost of ownership by remaining easy to administer and maintain.

### **IBM UniVerse**

An extended relational data server designed for embedding in a variety of solutions. UniVerse offers configurable internationalisation capabilities, high-end security features, standards-based interfaces, and high-availability options used as part of a variety of top-shelf solutions.

### **U2 Web DE**

U2 Web Development Environment for UniData and UniVerse (U2 Web DE) is the new name for RedBack™. U2 Web DE is an object-based application platform that speeds Web development and enables flexible, scalable deployment of Web solutions.

## SystemBuilder

SystemBuilder is comprised of U2 SB+ and U2 SBCClient and offers a rich development environment for IBM U2 data servers, enabling rapid development and deployment of powerful business applications for On Demand solutions.

## wIntegrate

Advanced terminal emulation application enhancement tool for IBM U2 data servers and other MultiValue data servers.

## Data warehousing and analytics

Gather, manage and analyse data, generating information to develop insight for informed decisions.

## IBM DB2 Data Warehouse Enterprise Edition

Offers a complete enterprise level for customers building demanding business intelligence solutions.

## IBM DB2 Data Warehouse Base Edition

For a price-sensitive customer not in need of regular business intelligence functionality such as mining, ETL, query management and Web-based analytics.

## IBM DB2 Alphablox

Enables rapid customisation with a platform of open standards-based components that significantly decrease the time needed to design, develop and embed advanced analytics into business processes.

## IBM DB2 Connect™

Enables fast, secure access from the Web to enterprise data stored in both relational and non-relational databases. Provides extensive tools for developing client-server and web applications. Integrates mobile PC and pervasive computing device users with current data from database servers.

## IBM DB2 Connect Personal Edition

Licensed for use by one user on a single workstation, allowing connection to mainframe and minicomputer database servers.

## IBM DB2 Connect Enterprise Edition

Available with the standard server/user model licensing option.

## IBM DB2 Connect Application Server Edition

License charges are based on the number of processors used by the Web or application servers connecting to DB2 Connect.

## IBM DB2 Connect Unlimited Edition

Unlimited usage model based on millions of service units (MSU) per hour based on the mainframe DB2 Universal Database entitlements.

## IBM DB2 Multiplatform Tools

Optimise DB2 data servers by recovering data quickly and precisely, pinpointing data changes, protecting sensitive data and automating database administration tasks.

## IBM DB2 Performance Expert for Multiplatforms

Helps database administrators simplify database performance management and tuning.

## IBM DB2 High Performance Unload for Multiplatforms

High-speed tool for unloading, extracting and repartitioning data from DB2 databases.

## IBM DB2 Recovery Expert for Multiplatforms

Provides powerful diagnosis, reporting and automated recovery capabilities to maintain accurate data and high availability.

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IBM Universe	
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wIntegrate	
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## Information Management (continued)

*“We can now manage documents through their entire lifecycle, from creation to destruction. Information is accessible from anywhere within the enterprise. We can even view documents remotely over the Internet, comfortable that the system features tight security.”*

**Geoff Moss,  
Sydney Water  
Senior Solution Architect,  
talking about IBM DB2  
Content Manager\***

### **IBM DB2 Test Database Generator for Multiplatforms**

Creates subsets of DB2 production data while masking out any sensitive or confidential data.

### **IBM DB2 Data Archive Expert for Multiplatforms**

Autonomic tool that offers a fast, flexible and efficient way to archive and retrieve DB2 data objects.

### **IBM DB2 Web Query Tool for Multiplatforms**

Connects web-based users directly to multiple enterprise databases. Builds, shares and runs queries and converts query results to XML and other highly transportable file formats.

### **IBM DB2 Table Editor for Multiplatforms**

Updates, creates and deletes data across multiple DB2 database platforms, including the Informix Dynamic Server, with security, referential integrity and support for the advanced capabilities of DB2. DB2 Table Editor for Multiplatforms is accessible to both Windows and Java-based users.

### **IBM DB2 Toolkit for Multiplatforms**

With the purchase of one license, the toolkit offers the following DB2 Multiplatform Tools – at a significant cost savings:

- IBM DB2 Data Archive Expert for Multiplatforms
- IBM DB2 High Performance Unload for Multiplatforms
- IBM DB2 Performance Expert for Multiplatforms
- IBM DB2 Recovery Expert for Multiplatforms
- IBM DB2 Test Database Generator

## **Content Management and Discovery**

Integrate and deliver critical business information. Content management software and solutions support multiple information types including images, documents, email, and e-records, and provide the appropriate content based on user intent and relevancy. The IBM Content Management and Discovery portfolio is designed to help transform business with improved productivity and streamlined compliance.

### **IBM DB2 Content Manager Enterprise Edition**

Provides a comprehensive platform for managing critical business information including documents and images, archived email, XML and multimedia content. With integrated document routing and lifecycle management, DB2 Content Manager also includes IBM's leading content integration technology designed to integrate business content with existing corporate applications.

### **IBM DB2 Content Manager Standard Edition**

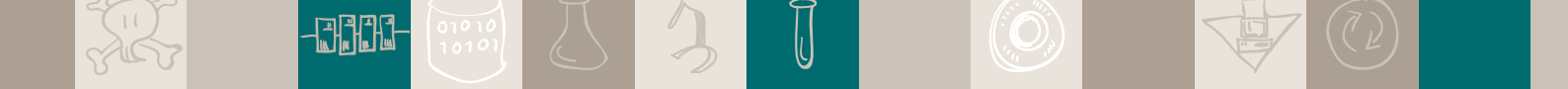
An entry-level content management solution for small and midsize businesses that provides a single, open, comprehensive and consistent framework to manage, share, re-use and archive all types of digitised content.

### **IBM DB2 Content Manager OnDemand**

Stores and manages high-volume computer output capture, electronic report management and statement presentment. Supports call centre productivity and customer self-service with instant access to bills, invoices and statements. Data stored in On Demand can be managed as records, consistent with other corporate information.

### **IBM DB2 Document Manager**

Provides a secure and robust platform to manage the complete lifecycle of business documents, including compound documents, renditions and official business records.



### IBM DB2 Records Manager

Scalable, Web-based infrastructure tool that applies structured retention and disposition rules to records whether they are digital or traditional paper-based documents. Helps reduce evidence-discovery costs and demonstrate compliance with regulations.

### IBM OmniFind™ Discovery Edition

With its unique ability to understand user intent and application context, helps quickly deploy business solutions that increase sales, reduce support costs, improve productivity, and provide insight to help you make better decisions.

### IBM OmniFind Discovery Edition for Commerce

Helps online retail and catalogue companies convert shoppers into buyers by making it easy for people to find the products and services that best match their specific needs.

### IBM OmniFind Discovery Edition for Self Service

Helps organisations increase portal adoption and reduce customer service costs by empowering customers, partners and employees to easily tap disparate information available across intranets, extranets and corporate portals.

### IBM OmniFind Discovery Edition for Online Support

Enables people to solve problems or answer questions without engaging a live agent and seamlessly manages escalation when additional help is required, thus reducing inbound email and phone volume to improve customer support costs.

### IBM OmniFind Discovery Edition for Contact Centers

Delivers contextually relevant information located across an organisation to efficiently resolve support inquiries without escalation, increase online resolution rates, improve customer satisfaction and enhance agent productivity.

### IBM OmniFind Discovery Edition for Case Resolution

Intercepts online service requests and immediately responds to people with accurate answers, which may prevent the need to escalate to the contact center, thus reducing operating costs.

### IBM Classification Module for IBM OmniFind Discovery Edition

Automatically classifies long-form requests such as emails, case management notes and discussion group comments.

### IBM Ad Hoc Reporting Module for IBM OmniFind Discovery Edition

Optional embedded business intelligence engine that allows users to perform advanced analytical operations with the report data.

### IBM OmniFind Discovery Edition for Siebel®

Enables users to leverage WCDS search capabilities from within Siebel applications. Includes a Siebel connector, and a set of screens that appears within the Siebel application user interface.

### IBM OmniFind Enterprise Edition

Enables secure intranet search across Lotus Domino databases, file shares, Web and intranet pages, and content management systems.

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IBM OmniFind Discovery Edition	
IBM OmniFind Discovery Edition for Commerce	
IBM OmniFind Discovery Edition for Self Service	
IBM OmniFind Discovery Edition for Online Support	
IBM OmniFind Discovery Edition for Contact Centers	
IBM OmniFind Discovery Edition for Case Resolution	
IBM Classification Module for IBM OmniFind Discovery Edition	
IBM Ad Hoc Reporting Module for IBM OmniFind Discovery Edition	
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## Information Management (continued)

*“IBM content management software provides a basis for managing many types of content and providing fast, easy access to it”.*

**Geoff Yeats,**  
Chief Information Officer,  
Transit New Zealand\*

### IBM OmniFind Enterprise Starter Edition

Enables secure intranet search across Lotus Domino databases, file shares, Web and intranet pages, and content management systems. Designed for smaller scale implementations (2-processor limit).



### IBM WebSphere Information Integrator Content Edition

Allows real-time federated access to content scattered across disparate content management and workflow systems.

### IBM WebSphere Information Integrator Content Starter Edition

Allows real-time federated access to content scattered across disparate content management and workflow systems. Designed for departmental-scale implementations (2-processor limit, includes 2 connector entitlements).



### IBM DB2 CommonStore

Archives key data, documents and email, while giving users On Demand direct access to content from SAP, Exchange Server and Lotus Domino applications.

### IBM DB2 CommonStore for Exchange Server and IBM DB2 CommonStore for Lotus Domino

Provides email archival and retention solutions to help comply with email message retention requirements and gain operational efficiency. Manages unstructured content types, including content from Windows file servers and Microsoft SharePoint® Portal, to integrate images, documents, printouts and more for policy-driven archive. Built-in integration with DB2 Records Manager to help you meet corporate governance and/or industry regulation initiatives.

### IBM eMail Search for CommonStore for Lotus Domino

Provides a cross-mailbox search and discovery tool to search across personal mailboxes. Features advanced search and search refinement, case folder, hold management and audit trail exception reporting. eMail Search is a web-based application layer on top of Content Manager that works on email stored in Content Manager by CommonStore from Lotus Domino.



### IBM eMail Search for CommonStore for Microsoft Exchange

Provides a cross-mailbox search and discovery tool to search across personal mailboxes. Features advanced search and search refinement, case folder, hold management and audit trail exception reporting. eMail Search is a web-based application layer on top of Content Manager that works on email stored in Content Manager by CommonStore from Microsoft Exchange.



### IBM DB2 CommonStore for SAP

Enables SAP customers to manage the growth of SAP application data through periodic archiving to improve and control overall system performance. CommonStore for SAP helps improve business processes, reduce storage costs and improve SAP system performance.

For more information:  
[ibm.com/software/au/db2](http://ibm.com/software/au/db2)

## Information Integration

### IBM Information Server

New software platform to help organisations derive more value from the complex, heterogeneous information spread across their systems. Enables organisations to integrate disparate data and deliver trusted information wherever and whenever needed, in line and in context, to specific people, applications, and processes. Helps business and IT personnel to collaborate to understand the meaning, structure, and content of any type of information across any sources. Provides breakthrough productivity and performance for cleansing, transforming, and moving this information consistently and securely throughout the enterprise, so it can be accessed and used in new ways to drive innovation, increase operational efficiency, and lower risk.

IBM Information Server achieves new levels of information integration speed and flexibility by:

- Providing breakthrough productivity, flexibility and performance for integrating and enriching information
- Delivering trusted information and governing its usage
- Providing a comprehensive, unified foundation for enterprise information architectures, capable of scaling to meet any information volume requirement
- Supplying consistent, re-usable information within Service Oriented Architectures (SOAs)

#### **IBM Information Server Product Modules:**

### IBM WebSphere Information Analyser

Profiles and establishes an understanding of source systems, and monitors data rules on an ongoing basis to eliminate the risk of proliferating “bad” data.



### IBM WebSphere QualityStage

Standardises and matches information across heterogeneous sources.

### IBM WebSphere DataStage

Extracts, transforms, and loads data between multiple sources and targets.

### IBM WebSphere Federation Server

Defines integrated views across diverse and distributed information sources, including cost-based query optimisation and integrated caching.

### IBM WebSphere Information Services Director

Allows information access and integration processes to be published as reusable services in a service oriented architecture.

### IBM WebSphere Metadata Server

Provides unified management, analysis and interchange of metadata through a shared repository and services infrastructure.

### IBM WebSphere Business Glossary

Creates, manages, and searches metadata definitions.

### IBM WebSphere Replication Server

Provides high-speed event-based replication between databases for high availability & disaster recovery, data synchronisation, and data distribution.

### IBM WebSphere Data Event Publisher

Detects and responds to data changes in source systems, publishing changes to subscribed systems, or feeding changed data into other modules for event-based processing.

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IBM WebSphere Information Integrator Content Edition	
IBM WebSphere Information Integrator Content Starter Edition	
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IBM DB2 CommonStore for Exchange Server & IBM DB2 CommonStore for Lotus Domino	
IBM eMail Search for CommonStore for Lotus Domino	
IBM eMail Search for CommonStore for Microsoft Exchange	
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IBM Information Server	
IBM Information Server Product Modules:	
IBM WebSphere Information Analyser	
IBM WebSphere QualityStage	
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## Information Management (continued)

### Threat and Fraud Intelligence Solutions

Brings new level of accuracy, precision and fidelity to the concept of identity recognition. The technology extend the capabilities of identity-based applications and offer a level of due diligence, privacy, and security never before possible.

#### IBM DB2 Identity Resolution

Determines unique identities across data using multiple name variations, addresses, ID numbers, and other commonly used personal data.

#### IBM DB2 Relationship Resolution

Adds the ability to understand non-obvious relationships and connections between individuals, such as shared phone numbers or bank accounts.

#### IBM DB2 Anonymous Resolution

Enables multiple organisations to compare and correlate their proprietary data in a manner that never exposes organisations' sensitive data values, while still making it possible to detect fuzzy matches and non-obvious relationships.

#### IBM Global Name Analytics

Automated name recognition capabilities that provide detailed understanding of the cultural and linguistic properties of names to effectively match them. It automatically identifies the cultural classification of a personal name, and uses nicknames, titles, and marriage markers to make name matches.

### Master Data Management

Set of disciplines, technologies, and solutions used to create and maintain consistent, complete, contextual, and accurate business data for all stakeholders.

#### WebSphere Product Center

Gives companies a flexible and highly scalable repository for managing and linking information about product, location, trading partner, organisation, and terms of trade. Further, it enables synchronising this information internally with existing enterprise systems and externally with trading partners.

#### WebSphere Customer Center

Provides a unified view of the customer across multiple business and product silos. It delivers this single view and update environment to all channels and CRM applications, enabling multi-channel integration and consistent customer service.





# Software Development

The IBM Rational Software Development Platform enables organisations to govern the business process of software and systems development. Based on open standards and on the Eclipse open-source framework, this IBM platform provides transparency across the software development and delivery life cycle. It helps organisations manage geographically distributed development, address regulatory compliance, and construct and govern service oriented architectures.

## Requirements and analysis

### IBM Rational RequisitePro

An easy-to-use requirements and use case management tool that lets teams author and share their requirements using familiar document-based methods and leverage database-enabled capabilities such as requirements traceability and impact analysis. The result: better communication and management of requirements with an increased likelihood of completing projects on time, within budget and above expectations.

### IBM Rational Rose® Data Modeler

A visual modelling tool that makes it possible for database designers, analysts, architects and developers to work together, capture and share business requirements and track them as they change throughout the process. Provides the realisation of the Entity Relationship (ER) methodology using UML notation to bring database designers together with the software development team.

### IBM WebSphere Business Modeler

See description on page 7.

### IBM WebSphere Business Monitor

See description on page 8.

## IBM Rational Software Modeler

Architects, system analysts and designers are responsible for specifying and maintaining various views of a system under development. This visual modelling and design tool enables users to clearly develop and communicate their designs using UML, the industry standard system modelling language. Built on top of the open and extensible Eclipse platform, it leverages several open industry standards to provide an unprecedented level of extensibility.

## Design and construction

### IBM Lotus Domino Designer

Allows developers to rapidly build Lotus Domino-based multiplatform applications to help streamline business processes and increase workflow efficiency.

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### Information Management

- Threat & Fraud Intelligence Solutions
- IBM DB2 Identity Resolution
- IBM DB2 Relationship Resolution
- IBM DB2 Anonymous Resolution
- IBM Global Name Analytics
- Master Data Management
- WebSphere Product Center
- WebSphere Customer Center

### Software Development

- Requirements & analysis
- IBM Rational RequisitePro
- IBM Rational Rose® Data Modeler
- IBM WebSphere Business Modeler
- IBM WebSphere Business Monitor
- IBM Rational Software Modeler
- Design & construction
- IBM Lotus Domino Designer

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*"We felt that Rational ClearQuest was probably the easiest tool for us to get immediate results and that Rational RequisitePro was the most important for getting long-term results. In the short-term, we needed to be able to track what we were doing and to show what was happening - the short learning curve of Rational Clearquest helped us do that. We also felt that getting the requirements right for each project and making sure things were done right the first time would have the biggest pay off long-term."*

**Bill Lucas,  
Data Processing Manager,  
Florida Department of Health\***



## Software Development (continued)

### IBM Workplace™ Designer

A new standards-based development tool that script developers, Lotus Domino application designers, Visual Basic developers and others can use to easily create components for the IBM Workplace environment, supporting a service oriented architecture.



### IBM Rational Data Architect

A comprehensive data modelling and integration design tool that helps data architects understand information assets, map assets to each other and create database and integration schemas. This product is integrated with other facets of the life cycle, including requirements and version management, and provides flexibility to easily design anything from a simple relational database to a complex federated database.

### IBM Rational Data and Application Modeling Bundle

Bundle of IBM Rational Data Architect and IBM Rational Software Modeler that combines enterprise data modelling, integration and development capabilities with UML visual application modeling tools for the developer responsible for both data and application development.

### IBM Rational Application Developer for WebSphere Software

A comprehensive, integrated development environment optimised for rapidly designing, developing, analysing, testing, profiling and deploying applications to WebSphere Application Server using Java, J2EE, Web, Web services, service oriented architecture and portal technologies. Under a new name, this is the newest version of WebSphere Studio Application Developer technology.

### IBM Lotus Enterprise Integrator

See description on page 5.

### IBM Lotus Connector for SAP R/3 with MTA and Workflow

See description on page 5.

### IBM Rational Professional Bundle

Includes all the desktop tools an enterprise needs to design, construct and test J2EE, portal and service oriented applications on both Windows and Linux, and to test .NET applications. This single bundle provides eight powerful software tools and only requires one maintenance contract to manage. Provides complete flexibility for individual practitioners, who can install and use only the tools they need to do their job.

### IBM Rational Rose Technical Developer

A robust, model-driven development solution that supports the most advanced modelling constructs, including model execution and executable code generation. Provides automated design-to-code translation for Java, C and C++, runtime model execution, executable code generation and visual debugging. Automatically builds drivers, stubs, test harnesses and actual test scripts.

### IBM Rational Software Architect

Software architects and senior developers are responsible for specifying and maintaining all aspects of an application's software architecture. Unifies all aspects of architecture and development into one powerful and easy-to-use design and development tool. Leverages model-driven development with UML, enabling users to create well-architected applications and services. Built on top of the open and extensible Eclipse platform, it leverages open industry standards.

### IBM Rational Suite® for Technical Developers

A full life-cycle solution for developers who create code for the most challenging products and systems, such as real-time and embedded applications. Provides complete cross-functional support through product integration and workflow to optimise real-time and embedded development, and includes the Rational Team Unifying Platform™ to manage development across the life cycle.



## IBM Rational Suite Development Studio for UNIX

A full life-cycle solution consisting of analyst, developer and tester products. Unifies cross-functional teams through key product integration and workflow, and supports UNIX software projects, from requirements to release. Includes Rational Team Unifying Platform to manage development across the life cycle.

## IBM Rational Systems Developer

An integrated design and construction product built on top of Eclipse. It leverages all the power of Eclipse, and then includes plug-ins that enable software architects and model-driven developers to create well-architected C/C++ and Java J2SE applications using Unified Modeling Language, Version 2 (UML 2).



## IBM Rational Web Developer

A visually driven, integrated development environment that simplifies and accelerates the development, testing and deployment of applications to WebSphere Application Server using Web, Web services and service oriented architecture technologies. Under a new name, this is the newest version of WebSphere Studio Site Developer technology.

## IBM WebSphere Studio Application Developer Integration Edition

Leverages the latest innovations that build on J2EE standards to accelerate large-scale application development projects. Exploits innovations in real-time application flexibility to deliver applications that can adapt in an On Demand environment.

## IBM WebSphere Studio Application Monitor

See description on page 27.

## IBM WebSphere Developer for zSeries®

Leverages innovations that build on J2EE and Web service standards to accelerate large-scale composite and traditional application development projects. Embraces Java, component re-use, model-based development and integrated traditional transactional environments (CICS and IBM IMS™) and languages (COBOL and PL/I). In addition, code in an enterprise generation language (EGL) can generate COBOL, Java or both.

## Software quality

### IBM Rational Manual Tester

Innovative manual test authoring and execution tool for business analysts and testers struggling to optimise the quality and accelerate the execution of their manual testing efforts. Provides a customisable rich text editor to optimise test clarity, and introduces a novel test step reuse palette to minimise the impact of application change on test script maintenance.

### IBM Rational Functional Tester

Top analyst-rated tool for automating the functional and regression testing of Java, VS.NET and Web-based applications. Overcomes test automation roadblocks with advanced features, including self-correcting test scripts and data-driven test assistance. Runs on Windows and Linux platforms. Ships with a copy of Rational Manual Tester and enables you to download entitlements to IBM Rational TestManager and IBM Rational ClearCase® LT.

For more information:  
[ibm.com/software/au/rational](http://ibm.com/software/au/rational)

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- IBM Rational Data Architect
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- IBM Rational Application Developer for WebSphere Software
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- IBM Rational Professional Bundle
- IBM Rational Rose Technical Developer
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*“After the first two years of using RUP and Rational tools, 85% of our projects were completed on budget. And, our revenue has grown 700%, with an annual compound growth rate of 43%. IBM Rational tools were a major factor in those gains.”*

**Bruno Guicardi,**  
Project Director,  
Ci&T Software S.A.\*





## Software Development (continued)

### IBM Rational Functional Tester Plus

Bundles Rational Functional Tester and Rational Robot for automated functional and regression testing for a wide variety of client/server technologies, including VS.NET, C/C++, Java, Web and packaged applications such as thick-client Oracle Forms, Sybase PowerBuilder and Borland Delphi.

### IBM Rational Functional Tester Extension for Terminal-based Applications

Extends Rational Functional Tester to support testing of 3270 (zSeries) and 5250 (iSeries) terminal-based applications.

### IBM Rational Functional Tester Extension for Siebel Test Automation

Extends Rational Functional Tester to enable customers deploying Siebel 7.7 across their organisation to use automated GUI functional and regression testing to verify that Siebel applications will function as desired.

### IBM Rational Robot

A versatile, automated functional and regression testing tool for teams working with a wide variety of client/server technologies, including packaged applications such as thick-client Oracle Forms, Sybase PowerBuilder and Borland Delphi. Includes an easy-to-learn test scripting language and extensible test control support. Ships with a copy of Rational TestManager.

### IBM Rational Performance Tester

A load-and performance-testing solution for teams concerned about the scalability of their Web-based applications. Combines multiple ease-of-use features with deep detail, and simplifies the test creation, load generation and data collection processes that help teams ensure their applications can accommodate required user loads.

### IBM Rational Performance Tester Extension

Provides performance and scalability testing of SAP solutions.



### IBM Rational Performance Tester Extension for Siebel Test Automation

Provides load-testing capabilities designed to enable customers to ensure that their Siebel 7.7 applications deliver the performance and scalability required to meet the needs of their entire organisation.

### IBM Rational PurifyPlus™

A suite of runtime analysis tools built for developers who need to optimise application reliability and performance on Windows, Linux and UNIX platforms. Pinpoints memory leaks, profiles application performance and analyses code coverage for Java, C/C++, Microsoft Visual Basic® and managed .NET languages, including C# and VB.NET.

### IBM Rational Purify®

A highly scalable, non-intrusive memory leak and memory corruption detection tool. Analyses Java, C/C++, Visual Basic and managed .NET languages, including C# and VB.NET. Also ships as part of Rational PurifyPlus.

### IBM Rational Test RealTime

A component testing and runtime analysis solution for embedded, real-time and other cross-platform software development. Performs memory leak detection, code coverage analysis, bottleneck exposure and unit testing for C, C++, Java and Ada in an embedded environment— from an 8-bit microchip to a 64-bit RTOS—using an innovative, customisable target deployment technology.

## Build and Release Management

### IBM Rational Build Forge

IBM Rational® Build Forge™ automates software delivery through an adaptive build and release management framework that helps development standardise repetitive tasks, manage compliance, and share information. The system integrates into your current environment, supports major development languages, scripts and tools regardless of platform. Distributed development teams are enabled through a centralised web-based interface – accessible virtually anytime, anywhere.

## Deployment management

IBM provides a complete set of tools to help you provision, configure, troubleshoot and tune applications.

## Change and configuration management

### IBM Rational ClearCase

Provides comprehensive software configuration management for medium-to-large development teams. Extends the value of Rational ClearCase LT by adding transparent, real-time access to files and directories, advanced build and release management and mainframe development support.

### IBM Rational ClearCase MultiSite®

An option to Rational ClearCase that supports distributed access to software assets through automatic replication and synchronisation of Rational ClearCase repositories.

### IBM Rational ClearCase LT

Version control tool for small, local development teams. Easy to install and manage, it supports parallel development, automated workspace configuration and disconnected usage on Linux, Windows and UNIX platforms. Local, remote and Web interfaces and integration with leading IDEs enable access virtually anywhere, anytime.

### IBM Rational ClearQuest®

Provides change management across the software life cycle. Process automation helps create repeatable, enforceable and predictable processes. Defect and change tracking helps document and manage issues to completion. Electronic signatures, user authentication and audit trails help meet regulatory compliance requirements. Local, remote and Web interfaces and integration with leading IDEs enable access virtually anytime, anywhere.

### IBM Rational ClearQuest MultiSite

An option to Rational ClearQuest that supports distributed access to software assets through automatic replication and synchronisation of Rational ClearQuest repositories.

## Process and portfolio management

### IBM Rational Portfolio Manager

Offers holistic, end-to-end visibility across the enterprise, providing portfolio oversight and control of projects, resources, costs, demand, services, assets, risks and returns. By providing an extensive reporting capability and the data required for informed decision making and project execution, it enables organisations to achieve better governance and optimise investment returns.

### IBM Rational Method Composer

The next evolution of the IBM Rational Unified Process®, representing a quantum leap forward in providing a process solution that goes beyond software development. A flexible process platform built on top of the Eclipse Process Framework that contains tooling, process libraries and unified method architecture for use throughout IT lifecycle management (ITLM).



### IBM Rational Team Unifying Platform

Provides teams with complete, integrated life-cycle management, including tools, process guidance and traceability to manage activities and assets across teams and projects—including requirements management, change management, test management and automated project metrics.

### IBM Rational Suite

Provides a full life-cycle solution of analyst, developer and tester products to unify cross-functional teams from requirements to release.

For more information:  
[ibm.com/software/au/rational](http://ibm.com/software/au/rational)

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IBM Rational Functional Tester Extension for Siebel Test Automation
IBM Rational Robot
IBM Rational Performance Tester
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IBM Rational PurifyPlus
IBM Rational Purify
IBM Rational Test RealTime Build & Release Management
IBM Rational Build Forge Deployment management
Change & configuration management
IBM Rational ClearCase
IBM Rational ClearCase MultiSite
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IBM Rational ClearQuest MultiSite
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## Security

Deploy a flexible, reusable security architecture with automated security management software. The IBM identity management offerings help you quickly bring users, systems and applications online while effectively managing users and access rights throughout the identity life cycle. Automated security management offerings help you actively identify security vulnerabilities and policy violations on systems, applications and PCs, allowing a quick response to IT security exposures and incidents across your On Demand business.

### **IBM Tivoli Access Manager for e-business**

An award-winning, policy-based access control solution for On Demand Business and enterprise applications. Lets organisations control both wired and wireless access to applications and data and provides Single Sign-On for authorised users. Integrates with On Demand business applications to deliver a secure, personalised experience for authorised users.

### **IBM Tivoli Access Manager for Business Integration**

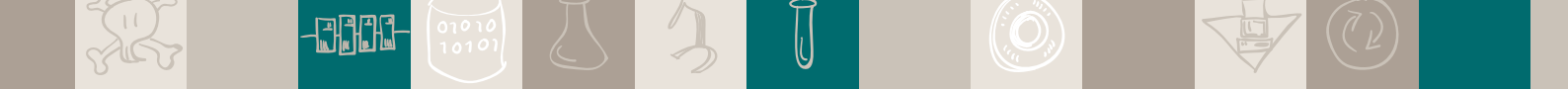
A multiplatform security management solution for WebSphere MQ (see page 8) that upgrades native security services of WebSphere MQ to those provided by WebSphere MQ Extended Security Edition. Provides application-level data protection for WebSphere MQ-based applications, without needing to modify or even recompile them.

### **IBM Tivoli Access Manager for Operating Systems**

A policy-based access control system for UNIX and Linux operating systems. This comprehensive security solution effectively addresses many system vulnerabilities surrounding UNIX and Linux super-user or root accounts. Many security failures in UNIX and Linux environments are from super-user account abuse or a hack that results in gaining access to these accounts. Version 6.0 provides centralised auditing and reporting, helping customers easily and efficiently comply with regulations and corporate protocols by having a centralised repository for auditing data and preconfigured reports.

### **IBM Tivoli Access Manager for Enterprise Single Sign-on**

A product suite powered by Passlogix that provides a unified enterprise single sign-on and authentication experience for a user's applications. Helps companies address their compliance needs, enforce security, reduce administrative costs and increase productivity.



### IBM Tivoli Federated Identity Manager

A cutting-edge identity management and access control solution based on award-winning technology. Accelerates and secures the integration of companies and their business partners. Through federated single sign-on, business ecosystems can integrate their users in an efficient, secure and economic manner, while providing a streamlined user experience. By securing web services, companies can integrate application platforms both within their enterprise and with their business partners.

### IBM Tivoli Directory Server

Provides a powerful Lightweight Directory Access Protocol (LDAP) identity infrastructure that is the authoritative data source for identity management and advanced services like WebSphere Portal solutions. Built on the robust, proven DB2 data engine, it offers advanced replication capabilities and a high-performance proxy server for massive scalability.

### IBM Tivoli Identity Manager

Provides a secure, automated and policy-based solution that helps effectively manage user accounts and access permissions and passwords from creation to termination across heterogeneous environments. Helps enterprises better capture user and account information, and enhance visibility into security management operations.

### IBM Tivoli Risk Manager

Can help centrally manage security incidents and vulnerabilities across an enterprise from a single security console. Helps avoid clutter, such as false positives, while quickly identifying and managing security incidents and vulnerabilities to help administrators respond with adaptive security measures.

### IBM Tivoli Security Compliance Manager

Acts as an early warning system for organisations looking to identify security policy violations and potential security vulnerabilities. Helps organisations define consistent security policies based on internal or industry standards and then monitor compliance.

### IBM Tivoli Security Operations Manager

Centralises and stores security data from throughout the IT infrastructure and provides a platform from which to automate incident recognition and response, streamline incident handling, enable policy monitoring and provide comprehensive reporting for regulatory compliance. The end result is an efficient, cost-effective approach to security operations.



For more information:  
[ibm.com/software/au/tivoli](http://ibm.com/software/au/tivoli)

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*“We compared several products and chose IBM Tivoli Identity Manager because we felt it was the most complete solution for managing security.”*

**Rafael Fernandez,**  
IT Security Officer,  
Banco de España\*





## Systems Management

To effectively manage your IT infrastructure, you need to understand how each resource affects applications and business processes it supports. IBM systems management software can help your enterprise sense, anticipate, plan and control responses to real-time IT production requirements. These advanced offerings can help you effectively provision and configure servers, operating systems, middleware

### **IBM Tivoli Monitoring**

Automates monitoring of essential system resources to detect bottlenecks and potential problems and enables automatic recovery from critical situations. Can also help increase the availability of servers.

### **IBM Tivoli Composite Application Manager for Response Time Tracking**

Monitors transaction performance and availability to provide a positive customer experience. Offers a comprehensive display of an end-user transaction path.

### **IBM Tivoli Composite Application Manager for WebSphere**

Helps maintain the availability and performance of On Demand applications. Quickly pinpoints, in real time, the source of bottlenecks in application code, server resources or external system dependencies. Enables viewing of all J2EE transactions that are "in flight" (that have not finished execution), correlating and profiling transactions that span multiple subsystems, analysing application performance and setting resource or application traps.

### **IBM Tivoli Composite Application Manager Basic for WebSphere**

A self-contained monitoring solution helps you maintain the availability and performance of WebSphere applications by pinpointing the source of bottlenecks or other defects in application code, server resources or external system dependencies.

### **IBM Tivoli Composite Application Manager for SOA**

Monitors, manages and controls the web services layer of IT architectures while drilling down to the application or resource layer to identify the source of bottlenecks or failures, and to pinpoint services that take the most time or use the most resources.

### **IBM Tivoli NetView®**

Discovers TCP/IP networks, displays network topologies, correlates and manages events and SNMP traps, monitors network health, identifies root causes of network failures and gathers performance data.





## IBM Tivoli OMEGAMON XE for Messaging

See description on page 6.

## IBM Tivoli Business Systems Manager

Provides a single, simple-to-use interface for consolidating management information into a business-centric view, from across an environment, including distributed, web and mainframe components. Can leverage automatically discovered IT resources and their relationships based on integration with various discovery technologies.

## IBM Tivoli Enterprise Console®

Provides sophisticated, automated problem diagnosis and resolution to optimise system performance and minimise support costs. The auto-discovery feature allows users to understand the environment and process events appropriately. The web console enhances visualisation while providing remote access to events and console operations.

## IBM Tivoli Monitoring for Virtual Servers

Centrally monitors server virtualisation and consolidates resource performance and availability. Uses advanced resource models for problem identification, notification and correction, and provides tasks to automate and execute daily and routine operations. Includes three Proactive Analysis Components (PACs) that support the Citrix MetaFrame Access Suite, VMware ESX and Microsoft Virtual Server.

## IBM Tivoli License Compliance Manager

This software asset management solution provides advanced software inventory, monitors use and includes contract and reporting capabilities to help organisations effectively manage their software licenses and contracts. Integrates with IBM Tivoli Configuration Manager.

## IBM Tivoli System Automation for Multiplatforms

Now available with two orderable components. The base component provides high availability for mission critical Linux- and AIX-based business applications and middleware. The end-to-end component provides automated operations for high availability across entire multi-tiered, distributed and heterogeneous business applications that span any combination of z/OS, Linux and AIX environments.

## IBM Tivoli Service Level Advisor

Automatically analyses service level agreements and evaluates compliance, while using predictive analysis to help avoid service level violations. Provides graphical, business-level reports by the web to demonstrate the IT business value and ease IT service level management.

## IBM Tivoli Switch Analyzer

Discovers and manages complex switched networks and quickly pinpoints problems through root cause analysis. Extends Tivoli NetView capabilities to provide analysis of routers and switches.

## IBM Tivoli Provisioning Manager for Software

An automated solution for: deploying software, patch management, and tracking hardware and software configurations. After systems have been deployed, the inventory module lets users automatically scan for and collect hardware and software configuration information from computer systems across an enterprise. Available on either a Service Oriented Architecture or on the Tivoli Management Framework.



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*“By aligning technology services with business needs, IBM Tivoli Business Systems Manager helps us to implement service management best practices as outlined by ITIL.”*

**Benedicto Gallego,  
Service Manager,  
Department of Information  
Technology, AEAT\***





## Systems Management (continued)

### IBM Tivoli Provisioning Manager for OS Deployment



An easy-to-use console for remote deployment and management of operating systems. It includes flexible alternatives for creating and managing operating system cloned or scripted images. This can significantly reduce the number of images required across your environment as well as the effort required to manage them.

### IBM Tivoli Intelligent Orchestrator

Continually evaluates real-time IT resource status and dynamically responds based on business priorities. Provisions IT resources utilising automated decision making based on customer best-practice policies and workflows. Aligns IT resources to business policies to help reduce hardware, software and IT staff costs.

### IBM Tivoli Provisioning Manager

Provisions and configures servers, operating systems, middleware, applications and network devices acting as routers, switches, firewalls and load balancers. Uses workflows to automate the manual provisioning and deployment process.

### IBM Tivoli Workload Scheduler

Automates, monitors and controls the workflow through an enterprise's IT infrastructure on both local and remote systems. From a single point of control, analyses the status of the production work and drives workload processing according to installation business policies.

### IBM Tivoli Provisioning Manager Express for Software Distribution

See description on page 3.

### IBM Tivoli Provisioning Manager Express for Inventory

See description on page 3.

### IBM Tivoli Workload Scheduler for Applications

Integrates the scheduling features of Tivoli Workload Scheduler to On Demand business application environments. Leverages built-in workload capabilities of Oracle e-Business Suite, PeopleSoft 8, SAP R/3 and SAP Business Warehouse.

### IBM Tivoli IntelliWatch®

Provides a comprehensive system management solution for Lotus Domino. Offers a wide range of features, including automated problem detection and correction, system-wide product configuration options, custom statistics and reporting capabilities, and fault recovery.

### IBM Tivoli Unified Process Composer



Provides detailed documentation of IT Service Management processes based on industry best practices, enabling users to significantly improve their organisation's efficiency and effectiveness. Note: ITUP Composer is also bundled with the IBM Tivoli Change and Configuration Management database.



## IBM Tivoli Change and Configuration Management Database

At the core of the IBM IT Service Management strategy, the IBM Tivoli® Change and Configuration Management Database (CCMDB) provides an enterprise-ready configuration management database and platform upon which you can standardise and share information that helps you integrate people, processes, information and technology. It helps you automatically discover and federate IT information spread across the enterprise, including details about servers, storage devices, networks, middleware, applications and data.



## IBM Tivoli Release Process Manager

Provides you with a process-based solution to address the domain of Release Management as defined by Information Technology Infrastructure Library (ITIL). Automates complex deployments in the context of your overall release management process, allowing you to assess business impact before you release. As a result, it enables you to efficiently manage new and upgraded software – as well as related hardware releases – for both server provisioning and patch deployment.



## IBM Tivoli Availability Process Manager

Delivers visibility into IT components, applications and their business impact to provide IT organisations with the necessary tools for the effective diagnosis and prioritisation of incidents and problems that impact mission-critical business services. Designed to improve the efficiency and effectiveness of incident and problem management, it ensures that the right experts are deployed at the right time for optimal time to resolution and maximised IT fixed cost efficiencies.



## IBM Tivoli Application Dependency Discovery Manager

Provides agentless discovery of infrastructure configurations and maps relationships between application components.

For more information:  
[ibm.com/software/au/tivoli](http://ibm.com/software/au/tivoli)

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### Systems Management

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## Storage Management

A resilient, automated storage infrastructure to help improve data and application availability, optimise storage resource utilization and enhance storage personnel productivity while lowering costs. The IBM TotalStorage® Open Software Family of products includes comprehensive storage infrastructure management, hierarchical storage management, archive management and recovery management offerings.

### **Hierarchical storage, archive and recovery management**

#### **IBM Tivoli Storage Manager**

Part of the IBM TotalStorage Open Software portfolio, Tivoli Storage Manager protects an organisation's data from hardware failures and other errors by storing backup and archive copies of data on offline storage. Scales to protect hundreds of computers running dozens of operating systems.

#### **IBM Tivoli Storage Manager Extended Edition**

Expands on the base product of Tivoli Storage Manager by adding a disaster-planning capability, Network Data Management Protocol control for network-attached storage filers and support for large tape libraries.

#### **IBM Tivoli Storage Manager Express Edition**

See description on page 3.

#### **IBM Tivoli Storage Manager for Application Servers**

Provides a software module that works with Tivoli Storage Manager to protect the infrastructure and application data and optimise the availability of WebSphere Application Server (see page 6) to provide an applet GUI to perform reproducible, automated online backup of a WebSphere Application Server environment.

### **IBM Tivoli Storage Manager for Copy Services**

Integrates with Microsoft Exchange Volume Shadow Copy Service architecture to integrate hardware- and software-based snapshot capabilities with Tivoli Storage Manager and other data protection modules to perform high-efficiency data backups and archives of business-critical applications. Virtually eliminates performance impacts on the host.

### **IBM Tivoli Storage Manager for Databases**

Provides a software module that works with Tivoli Storage Manager to protect a wide range of application data by protecting underlying database management systems holding that data. Exploits backup-certified utilities and interfaces provided for Oracle, Microsoft SQL Server and Informix.

### **IBM Tivoli System Storage Archive Manager**

Facilitates compliance with the most stringent regulatory requirements by helping manage and simplify the retrieval of data. Provides data retention policies that help meet new regulations that require additional safeguards on data retention.

## IBM Tivoli Storage Manager for Advanced Copy Services

For AIX environments, integrates hardware- and software-based snapshot capabilities with Tivoli Storage Manager and other data protection modules to perform high-efficiency data backups and archives of business-critical applications. Virtually eliminates performance impacts on the host. Extends IBM FlashCopy® support in IBM Tivoli Storage Manager for Hardware to include support for SAN volume controller, DS6000 and DS8000 devices.

## IBM Tivoli Storage Manager for Enterprise Resource Planning

Captures reliable online full or differential recovery points for application servers and feeds the backup data into the Tivoli Storage Manager hierarchy.

## IBM Tivoli Storage Manager for Mail

Provides a software module for Tivoli Storage Manager that automates the data protection of email servers running either Lotus Domino or Microsoft Exchange. Uses APIs provided by email application vendors to perform online “hot” backups without shutting down the email server.

## IBM Tivoli Storage Manager for Space Management

Automatically and transparently migrates rarely accessed files to Tivoli Storage Manager storage.

## IBM Tivoli Storage Manager for Storage Area Networks

Extension that introduces storage agents to allow both server and client computers to make the bulk of backup/restore and archive/retrieve data transfers over the SAN instead of the LAN, either directly to tape or to the Tivoli Storage Manager disk storage pool.

## IBM Tivoli Storage Manager for System Backup and Recovery

Provides a flexible backup method for AIX systems, helps protect data and offers bare metal restore capabilities. Also includes a comprehensive system backup, restore and reinstallation tool.

## IBM Tivoli Continuous Data Protection for Files

Provides real-time, continuous data protection designed specifically for laptops and desktops. Instead of waiting for scheduled intervals, it backs up users' most important files the moment they are saved.

## Storage infrastructure management

## IBM Tivoli Storage Process Manager

Provides a holistic view of storage changes within your infrastructure. Tivoli Storage Process Manager lets you automate tasks that have traditionally been performed manually. A set of customisable, IT Infrastructure Library® (ITIL®) aligned workflows help optimize storage utilisation, prioritise storage incidents and establish storage policies. Tivoli Storage Process Manager lets you provision storage to minimise impact to SLAs and use best practices to align storage processes to your storage policies and procedures.



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*“Had we not been using IBM Tivoli Storage Management software, the chances of us collecting the data would have probably been nil. Tivoli software enabled us to help our client protect its trade secrets and maintain its position in the industry.”*

**Jeffrey Beallor,**  
President,  
Global Data Vaulting\*



## Storage Management (continued)

### IBM TotalStorage Productivity Center for Data

Provides a set of policy-driven automated tools for managing storage capacity, availability, events and assets in an enterprise environment, including DAS, NAS and SAN technologies. Because it is policy-based, this intelligent console for the storage environment uses autonomic self-healing and self-configuring capabilities to detect potential problems and automatically make adjustments based on established policies and actions.

### IBM TotalStorage Productivity Center for Fabric

Part of the IBM TotalStorage Productivity Center, it provides a single standards-based solution for SAN management and includes automatic device discovery, real-time monitoring of performance and availability, and alerts, zone control and SAN error prediction capabilities.

### IBM TotalStorage Productivity Center for Disk

Part of TotalStorage Productivity Center, it minimises the complexity of managing SAN storage devices by allowing administrators to configure, manage and monitor the performance of their storage from a single console.

### IBM TotalStorage Productivity Center Standard Edition

Get the best value for your storage infrastructure with this bundle that includes TotalStorage Productivity Center for Data, TotalStorage Productivity Center for Fabric and TotalStorage Productivity Center for Disk in a single package.

### IBM TotalStorage Productivity Center for Replication

Part of TotalStorage Open Software Family, it is designed to simplify and optimise the configuration and management of replication and advanced copy services on network storage devices.

### IBM TotalStorage Productivity Center for Replication Two Site BC

Part of TotalStorage Open Software Family, it is designed to simplify and optimise the configuration and management of two site business continuance copy services on network storage devices. Available for purchase via a tiered pricing scheme. IBM TotalStorage Productivity Center for Replication is a prerequisite to this product.

### IBM TotalStorage SAN Volume Controller

The premier IBM storage virtualisation offering, with storage management functions to significantly improve application availability, optimise storage resource utilisation and greatly enhance storage management personnel productivity. Eliminates many of the causes of storage-related application downtime. Provides the administrator with the capability to combine islands of capacity into a single storage pool. Available for purchase via a tiered pricing scheme. This software operates only on IBM TotalStorage SAN Volume Controller hardware. Orders for both hardware and software must be placed at the same time.

For more information:  
[ibm.com/software/au/tivoli](http://ibm.com/software/au/tivoli)









# IDC® Australia 2006 IT Analyst Reports

IBM Software Group Australia annually commissions IDC Australia to provide us with current one page IT Market Intelligence reports that cover our wide ranging IT Middleware Software portfolio. These IDC commissioned reports, aptly called 'DAT-A-GLANCES', are produced by IDC's team of Market experts across areas of IT services, Enterprise Applications and Infrastructure Management software that IBM provides.

IDC's software and services research is used extensively by leading IT vendors, IT Service Providers and IT purchasing customers in

reliably assessing market requirements, market dynamics and justifying potential Infrastructure needs and opportunities.

The DAT-A-GLANCES contained in the IBM Software Directory provide the latest data sourced from current Australian IDC Software Tracker programs which incorporate both quantitative and qualitative market research gathered from primary market sources including vendors, channel partners and end users.

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## SOA — Supporting Organisational Agility

Sponsored by: IBM



"Australian organisations continue to adopt service oriented architecture (SOA). However, there are still many organisations around that have not yet understood the benefits of integrating applications and information sources and aligning both with their business processes. In a time of decreasing IT budgets available for innovation projects, vendors and service providers of SOA technologies are asked to go out and communicate a business-centric message to the market. Support will be found in an increasing number of deployment blueprints and sources for training on best practices."

— Ulrich Loeffler, Market Analyst, Information Management Solutions, IDC Australia

A service-oriented architecture (SOA) is an approach that enables business processes to be assembled from reusable components or 'services' that are independent of applications and the computing platforms on which they run.

IT projects involving SOA are beginning to affect an increasing proportion of Australian organisations. These projects typically involve re-architecting technology to create an IT service that can meet the changing needs of the business in the timeframe required. The biggest challenge is the new governance structure they will need to better align their IT service to the business. IT departments often find it difficult to think about what they provide as a business rather than an IT service. A strong governance strategy will ensure the success of SOA implementations in Australia.

### Market Trends

- Optimising application integration is the central driver for companies investigating adoption of SOA technologies. Companies are looking at solutions to better align their IT to business processes and implement an infrastructure that allows them to respond faster to business and market changes.
- The lack of business value is the largest inhibitor to the adoption of SOA. In a time of declining IT budgets available for innovative technologies, businesses need to be shown industry and business-specific deployment rationale messaging such as improvement of business performance, efficiency, or employee productivity.
- The SMB sector (outside of public sector organisations) is currently lagging larger businesses in their deployment of SOA. But even in the large and enterprise space, SOA adoption varies significantly among vertical industries with financial services leading the adoption ranking.
- IDC sees an unbalanced distribution of Australian businesses along the adoption path. Around a third of organisations have no SOA adoption in their organisations and just under 50% currently have some live or substantial SOA use. This means only around 15% of Australian business are currently investigating SOA or running pilot projects.

### Market Accelerators

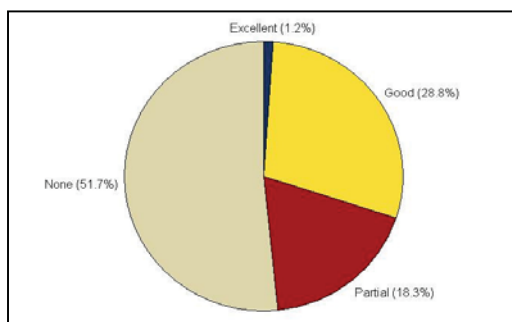
- The ability to quickly and effectively integrate applications without the headache of traditional IT integration systems is important to any business that wants to free up IT resources to focus on real business issues.
- The ability to respond to business change — organisations recognise that SOA allows them to create business applications (i.e., respond to business requirements) in a more timely and efficient manner.
- The increasing number of companies adopting SOA in a partial or substantial way gives vendors the ability to provide case studies and ROI results to potential clients. Missing case studies and reference sites were one of the key inhibitors for businesses to adopt a technology that primarily results in non-tangible returns such as business agility.
- Reuse of IT investments — SOA allows organisations to reuse the business services that exist within their applications wherever they are required. Programmers will no longer have to rewrite script every time a common business service is required.
- Service partners have improved their SOA and business-related capabilities and are able to fill the gap of lacking internal IT expertise that prevented many businesses from adopting a Web services architecture.

### Adoption Trends

- The majority of Australian businesses are still not aware of the business benefits SOA technology can bring to their organisations. It has been proven to be a good starting point to implement incremental projects that demonstrate the concept and business returns before being extended across other parts of the business.
- Key drivers for SOA adoption vary depending on the individual company size or the industry the business is operating in. However, it is fair to say that across all customer segments, optimisation of the IT resources is the dominant motivation behind SOA investments.
- Gaining and sustaining a competitive advantage is highly rated across small and medium sized businesses, which makes SOA a strategic investment decision. While this is also a leading driver in large and enterprise organisations, they also see improvements in internal operational and process efficiency as the foundation for cost savings and businesses agility.
- Information integration is one of the main challenges Australian businesses aim to address through the use of SOA technologies. This is closely related to application integration and workflow improvements. The availability, integration and utilisation of information generated by different sources throughout the organisation has been identified as the key enabler for businesses to being agile, responsive and competitive.

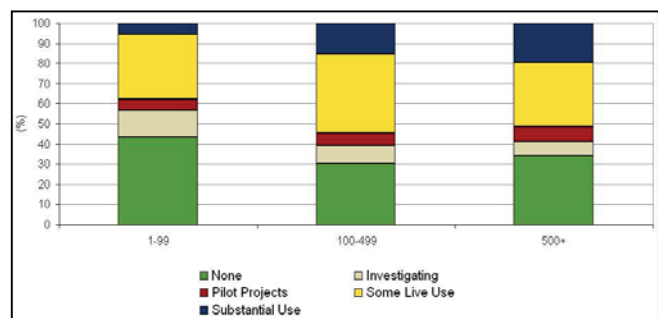
Source: IDC Australia's IT Services Survey, 2006

Stated Level of SOA Knowledge by Australian Companies



Source: IDC Australia's IT Services Survey, 2006

SOA Adoption Levels by Company Size



Source: IDC Australia's IT Services Survey, 2006

## Business Process Management — Making Business Intelligence Operational

Sponsored by: IBM



"BPM software is on the verge of entering a new phase of product enhancements leading to 'intelligent process automation'. In a time where application and information integration are more than ever vital for business success, BPM offers a strong value proposition in bridging the gap between IT systems, people and business processes."

— Ulrich Loeffler, Market Analyst  
Information Solutions, IDC Australia

Collectively, BPM software solutions support and automate business processes by using technologies to design, simulate, monitor, analyse and redesign processes. The end game of BPM is unprecedented process flexibility and business agility, where workflows can be determined in real time by the events within the process.

At the worldwide level, the BPM market is forecast to reach A\$ 2,609.4 million in 2006 and is expected to reach A\$4,780.8 million in 2010. That represents a compound annual growth rate (CAGR) of 20.1%, substantially higher than other software categories. Growth is supported by complementary technologies like service-oriented-architecture (SOA) or business intelligence that simplify the implementation of business processes and increase flexibility and market responsiveness.

### Market Trends

- Compliance related tasks that manage the processing of financial data or manufacturing methods are the leading business processes automated using BPM software tools.
- In order to meet business requirements, operational BPM solutions are required to accomplish both event driven and data driven process automation that can be utilised in straight-through-processing (STP) as well as case handling.
- BPM has become a key building block of modern enterprise content management (ECM) solutions. Businesses are challenged to manage the rapidly increasing amount of data/content and to promote the sharing of this content between different people and departments. BPM more often is integrated into ECM solutions as an improvement of traditional workflow management tools.
- In the next few years, IDC expects to see significant progress in the convergence of business intelligence and BPM, which will lead to intelligent process management.
- The increased interest in information management platforms in many organisations will require the incorporation of meta-data based mediation and data transformation features into BPM solutions.
- IDC expects to see a degree of industry orientation influencing the next wave of BPM solutions. In particular, industries with linked processes between different departments or with external suppliers/customers will require solutions that meet their specific operational needs and challenges.

### Market Accelerators

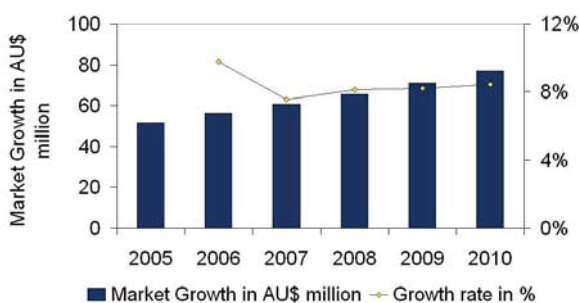
- IDC expects spending on service oriented architecture (SOA) to increase over the next few years. The adoption of standards such as Web services in an SOA environment provide the flexible infrastructure and platform for the implementation of newly created or redesigned business processes. While SOA and BPM are not dependent on each other, the business value increases when used in conjunction. Some companies adopt BPM software in response to requirements imposed by their customers or suppliers. However, the main motivation for businesses to invest in BPM solutions is the better utilisation of existing applications and IT investments.
- Today's businesses rely heavily on IT to support business processes. Given the number of siloed, standalone applications in most organisations, there is an increasing need to integrate the application specific codes to build an IT framework that aligns closer to the relevant business tasks.
- The standardisation of Business Process Executive Language for Web Services (BPEL4WS) was a first step towards new semantic agreements by industry players. This trend, and further standardisation initiatives, will support the flexibility and ease of use of BPM products in which processes can be created and determined in real time.
- BPM enables tailored as well as composite application types. This functionality results in protection of existing investments, which is one of the key building blocks in BPM's value proposition.

### Adoption Trends

- The majority of BPM implementations target the automation of internal processes within an organisation. In saying that, IDC sees significant uptake for B2B or B2C services, automating supply chain processes or customer order management tasks.
- Businesses show increased demand for freestanding BPM products that can be used by non-IT developers and architects as the usage of BPM is moving from developers to business analysts and further to power users.
- Freestanding BPM suites are preferred over BPM point products. IDC also sees a trend in which companies prefer BPM products that are independent from specific middleware components, giving them the opportunity to choose the underlying infrastructure such as application/Web servers.
- One of the key challenges for businesses during the BPM implementation process is the development of "business analyst" skills in IT departments as well as line-of-business personnel.
- The combination of SOA technology and BPM solutions facilitates the alignment between business process modelling and enterprise implementation. By utilising the SOA principle of reusable services, BPM moves on from hard-coded processes that are repeated infinitely towards services that can be reused and applied in multiple processes and that can be continuously improved. The ability to change and implement businesses processes on demand in real time is increasing businesses' flexibility without raising the costs of frequent process adjustments.

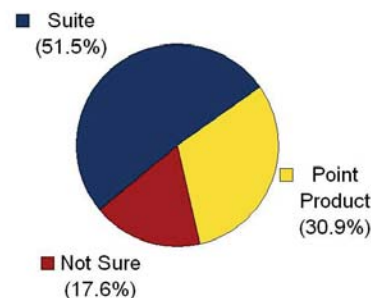
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Architecture of Installed Freestanding BPM Products



Source: Semi Annual Asia/Pacific Software Tracker, November 2006

Integrated Software Server Platform Market Forecast



Source: IDC and InfoWorld's Business Process Management Survey, December 2005

## Integration — Enabling the Dynamic Enterprise

Sponsored by: IBM



“Integration has returned as a top priority for CIOs in 2006 as IT executives look to increase the ROI on their existing IT investments and create new, Web-based composite applications that better meet business requirements. However, businesses must be wary of the complexity and costs involved in these projects. Business agility could be a major concern if these projects do not deliver on time and within budget.”

— Tim Sheedy, Research Director, Software & Services, IDC Australia

Integration has been a priority for CIOs for many years, but the reality is that most projects have been shelved, downsized or delayed due to the complexity and immaturity of the technology and the reprioritisation of projects. However, during the next 18 months integration will return as one of the top three priorities for CIOs in many organisations as they look to build an IT infrastructure that is adaptable and flexible to business requirement. This will also be affected by the rise of innovation driven from senior management. The advent of Web services and service oriented architecture (SOA) will help organisations better integrate their applications while at the same time aligning their IT services to business requirements.

### Market Trends

- Integration in Australian organisations is happening at a number of levels — some are seeking to integrate their data, others their applications. Organisations with vision are taking a business process integration approach, which means a shift to SOA in their IT planning and management.
- The main reasons for integrating IT systems and data include improving the return on investment (ROI) of existing systems, the move to composite applications to drive business agility, increased knowledge management and automation of processes (and typically a cost reduction associated with this automation).
- According to IDC research conducted in Australia in March 2006, the factors inhibiting integration projects include: integration of new technology with legacy systems (27%), high numbers of types of systems to be integrated (14%), lack of data security (10%), and difficulty coordinating internal groups (9%). Legacy systems continue to be a challenge for all types of integration projects, including those based on SOA (see figure).

### Market Accelerators

- The increased focus on Web services and SOA within Australian organisations is driving interest in integration projects. At the same time, this fundamental shift in architecture is also slowing the pace of deployments due to the increased complexity of the projects.
- The return of business agility as the top imperative of CIOs is helping drive this market. While cutting costs (or increasing the ROI of IT) remains a major imperative, IT departments are increasingly being given the licence to re-examine their existing systems to determine where and how increased agility can be delivered to the business processes the IT systems depend on.
- That said, integration is also a key way to increase the ROI on existing IT systems. Research has shown that the increased ROI on existing investments is the major factor driving integration projects in Australia, and this will continue to be the case over the next few years.
- Growth in data and the challenge of managing this.

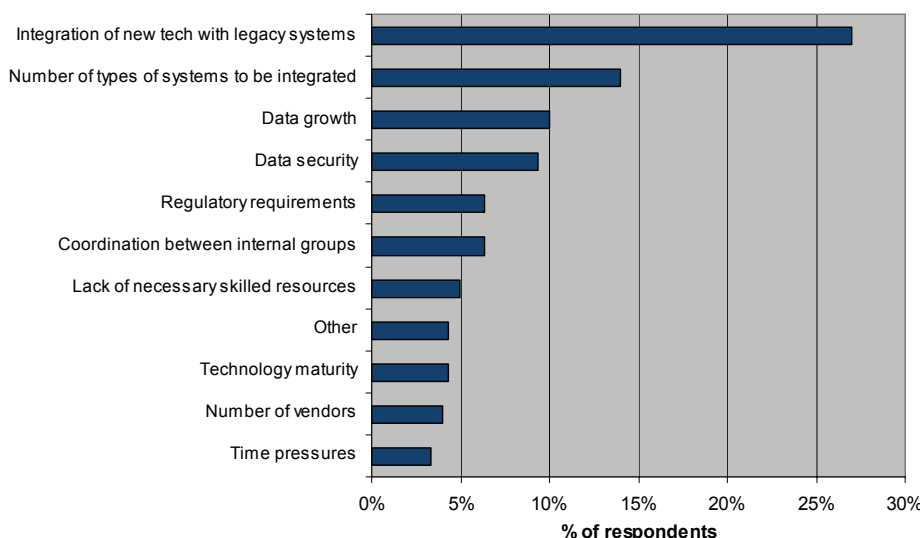
### Adoption Trends

- The vertical industries that are moving down the integration path for new and existing applications are the public sector (primarily Federal Government), finance and banking, and the telecommunications sector. These three sectors require the greatest flexibility and agility in their business processes and, therefore, receive the greatest benefit from integration. Key drivers are communications with external stakeholders, compliance and governance.
- Data integration offers major benefits for any organisation that generates large amounts of data, such as telcos, utilities or banks. The rise of CRM and ERM systems has created huge amounts of data that is being stored in silos. Having a single view of this data is key to making better business decisions and driving more efficient and effective processes.
- Integration projects tend to be more common in larger organisations — small and medium-sized businesses typically do not have the complex IT systems that justify major IT integration projects.

Source: IDC Australia, 2006

### Major Challenges for Integration Projects

Q. What are your major challenges for your integration projects (single response only)



Source: IDC Australia Verticals Study, 2006

### Essential Guidance for IT Services Providers

- The low-hanging fruit for integration projects in the commercial sector are typically second-tier vendors in competitive markets — these are the organisations that have complex IT systems with the added requirement of needing high levels of dynamism to respond to competitive threats.
- In the public sector, focus on high-profile departments and agencies or those that are inefficient — these bodies benefit most from integration projects as they are more likely to have huge pressures placed on them by the government and the public and are looking for both an increased agility and an increasing ROI from their existing IT investments.
- Don't forget that the major focus for organisations considering or running integration projects will be to increase the ROI for their existing IT systems — so any solution that requires huge amounts of new infrastructure may be difficult to sell.

### Enterprise Mobility — Enhancing Business Value

Sponsored by: IBM



"Businesses are increasingly expected to deliver high standards of customer service whilst maintaining perpetual responsiveness. Due to advancing enterprise mobility solutions, employees are now in a position to experience and deliver increased levels of productivity on-the-go, whilst organisations engaging in best-practice have an opportunity to capitalise on improving and streamlining business processes and job functions."

— Jerson Yau, Research Analyst, Telecommunications: Wireless and Mobility, IDC Australia

Enterprise mobility is defined as the ability to mobilise information in a seamless and connected manner, and manage it across time and space for effective decision making.

Business spend on enterprise mobility solutions includes the provisioning of mobile services (voice and non-voice), wireless services (WiFi, WiMAX), end-user devices (mobile phones, laptops, smart devices), on-premise hardware (servers, access points), as well as systems integration, hosting, and management of business services. The ubiquitous nature of mobile services and cellular coverage will be tapped by over seven million business users in 2006, spending in excess of A\$5 billion — driven by voice usage, mobile email, mobile broadband (MBB), corporate messaging, and video communications.

#### Market Trends

- The latest IDC Australia research shows mobility has emerged as a top 10 IT priority solution.
- IDC believes that half of Australian businesses employ an enterprise mobility solution to some extent, such as mobile services for voice and messaging, and laptops with WiFi connectivity.
- Business adoption of mobile services is exceptionally strong, with voice minutes continually rising and non-voice services — namely, mobile email, mobile data, and MBB — expected to fuel the business mobile spend over 2006–2010, with compound annual growth rates (CAGR) of 2.8% overall, and 15.8% for non-voice.
- The benefits of seamless connectivity, ubiquitous coverage, and reliance on mobile services are positioning enterprise mobility as a mission critical component of conducting day-to-day business.
- The trend for adopting enterprise mobility solutions is moving away from a basic communications tool towards realising improved staff efficiency, increasing business productivity, and gaining competitive edge.

#### Market Accelerators

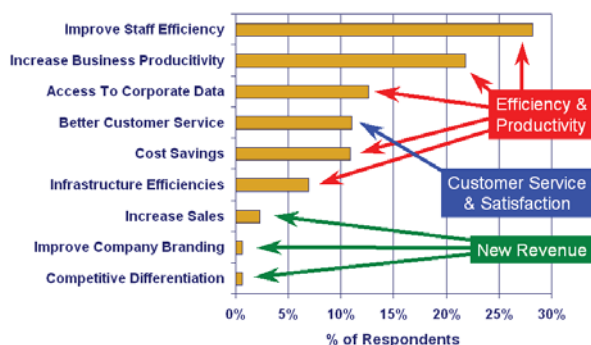
- The evolution of mobile devices with increased computing power, greater portability and durability, and improved usability will drive the increasing preference for mobile phones, smart devices, tablet PCs, ultra mobile PCs (UMPCs), and laptops. Improvements in device screen size and resolution, battery life, and increased connectivity with multiple antennas (such as cellular, WiFi, Bluetooth) will make mobile devices more compelling to a broader range of user groups.
- Advanced mobility solutions, such as MBB and fixed-mobile convergence (FMC), will be catalysts for businesses to plan and implement robust mobility strategies as part of their long-term business goals.
- IDC research demonstrates that "1st Wave" business mobile solutions provide organisations a readily accessible pathway towards implementing an ongoing enterprise mobility strategy, and are characteristically those that facilitate communications and remote data access (i.e., mobile email and messaging, and intranet/extranet/Internet access, respectively).
- "1st Wave" mobility applications are now proven and commonplace, especially amongst large enterprise, and are simply a natural extension of IP infrastructure.
- "2nd Wave" business mobile applications are characteristically those building off "1st Wave" deployments, extending front-office and back-office systems to deliver efficiency and productivity gains. CRM and SFA/WFA are the leading "2nd Wave" applications. Medium-sized businesses are still to mobilise for the "2nd Wave".

#### Adoption Trends

- Large businesses are historically leaders of implementing and deploying enterprise mobility solutions, often submobilising key user groups such as executives, sales, and field staff ahead of the organisation. These key users demand and rely on the gains in productivity from their mobility solutions.
- Australian businesses are extending the reach of their customer resource management (CRM), and sales force and work force automation (SFA and WFA) tools in a bid to deliver tangible customer-facing gains in productivity and efficiency.
- Industry verticals that are moving beyond deploying mobile email and towards front-office business applications are wholesale and distribution, professional services, retail, telecoms and IT, healthcare, and transportation.
- The major spenders on enterprise mobility solutions, especially on mobile services, are transportation and utilities (20.9%); government, education, and healthcare (18.5%); and, construction, manufacturing, agriculture and mining (17.9%). Banking and insurance are the lowest spenders (6.8%).
- Enterprise mobility solutions providers are judged by their experience and proven track record, followed by pricing, end-to-end expertise, and understanding and knowledge of specific business needs — all of which are key large businesses concerns. Amongst small and medium businesses, pricing, reliability of coverage, and mobile solution are expressed as main worries.

Source: Australia Business Mobile Vertical 2006–2010 Forecast and Analysis: Can You Read My Mind? (IDC #AU202108N, August 2006)

#### Australia Enterprise Mobility Drivers



Source: IDC Australia, 2006

#### Australia Leading Enterprise Mobility Industries and Deployments

	Personal Information Management	Sales Force Automation	Field Force Automation	Machine-to-Machine
Applications	-Email -Messaging -Calendar -Address Book	-CRM -Database Query -Online Ordering	-Workflow Management -Database Query -Routing -Tracking	-Metering -Tracking -Inventory Management -Updating
Verticals	-Business Services -Finance -Insurance -IT & Telecoms	-Business Services -Finance -Insurance -IT & Telecoms	-Logistics -Utilities -Transport -Retail	-Logistics -Utilities -Transport -Retail
Job Functions	-Management -Sales & Marketing -Business Professionals -Knowledge Workers	-Sales & Marketing -Management -Sales support -Pre-sales -Post-sales	-Drivers -Field Engineers -Road Workers -Warehouse Workers -Service Employees	-Vehicles -Goods -Machines -Devices
Devices	-Mobile Phone -Notebook -PDA	-Mobile Phone -Notebook -PDA -GPS	-Mobile Phone -Ruggedised Device -GPS	-GPS -SIM Card -RFID Tag

Source: IDC Australia, 2006

# Collaboration and Messaging Applications — Sharing Without Compromising

Sponsored by: IBM



"The collaboration and messaging market in Australia will experience a transformation from standalone point products to integrated solution platforms combining the functionality of Web conferencing, team collaborative applications, email/instant messaging, phone/voice, portals, and information management tools. This convergence will create a new enterprise workplace in which tasks such as creating, sourcing, sharing, and processing of information will be the main beneficiary of productivity improvements."

— Ulrich Loeffler, Market Analyst  
Information Solutions, IDC Australia

Collaboration and messaging applications enable groups of users to work together by sharing information and processes on shared directories and messaging platforms. The core functionalities include email, instant messaging, group calendaring and scheduling, shared folders/databases, threaded discussions, and custom application development.

After several years of flat growth, the Australian collaboration and messaging application market has regained momentum. Spending in this market is expected to reach A\$85.1 million in 2006, fuelled by innovative new product developments and aggressive marketing campaigns targeting both new and existing customers looking to stay at the cutting edge of collaboration and messaging solutions. This healthy growth is expected to continue in coming years leading to a market size forecast of A\$119.94 million in 2010. Conferencing applications are forecast to be the key beneficiaries of this trend with an expected compound annual growth rate (CAGR) of 21.1% between 2005 and 2010.

### Market Trends

- The collaboration and messaging application market is near saturation in Australia — nearly every organisation has adopted standard messaging tools such as email, and most medium-sized and large organisations have deployed a collaborative application to complement their messaging solution.
- The market shows moderate to high concentration, in which the top 5 vendors accounted for more than 75% of the total market revenue.
- Whilst the majority of organisations in this market see dropping revenue figures, the market's leading platform providers are achieving double-digit growth rates to extend their revenue lead.
- Growth in the market is being generated from additional license sales supported by new product and technology enhancements that better intersect people, processes, and information.
- The most recent collaboration and messaging tools integrate different dimensions of interaction, enabling video and audio communication and exchange of data files at the same time to allow bi-directional information flow. Adding this personal touch to online communication improves understanding in culturally and linguistically diverse workplace environments.
- New technologies such as IP-based collaboration tools, instant messaging, and extended mobility solutions offer new opportunities for team collaboration but also represent a security risk, which will have to be addressed.

### Market Accelerators

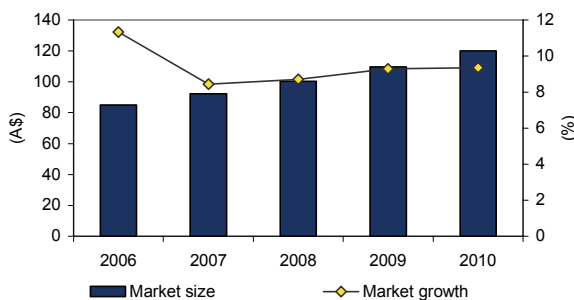
- In reality this market has not seen a considerable amount of acceleration in recent years — however, in the past 18 months renewed growth has been witnessed and this is likely to continue as the upgrade cycle, driven by new technologies and capabilities, will drive new opportunities.
- Some growth is being spurred by the ISV community, which continues to enhance its own solutions with software provided by the major collaboration and messaging application suppliers.
- Tighter integration of the Integrated Collaborated Environment (ICE) with team workspaces and real-time messaging and conferencing as well as CRM, ERP, and other business applications enable users to more easily find, access, analyse, publish, and share information throughout the organisation.
- Technology enhancements in VoIP and mobility further the convergence of the ICT (Information Communication and Technology) sector and lead to a new range of product offerings that provide new functionalities whilst lowering operational costs.
- New technologies such as self-managing server software or managed appliances take the pressure off the operating costs, which make ICE solutions attractive, in particular for the small and medium-sized business (SMB) customer segment. Combined with flexible packaging and licensing options, these solutions find higher response than repackaged solutions originally designed for the large and enterprise market.

### Adoption Trends

- SMBs are adopting solutions with smaller or more flexible packaging, along with hosted solutions. Therefore, there is still much opportunity for growth in this segment as SMBs continue to further adopt solutions that match their organisational requirements.
- There are few verticals that stand out as high or low adopters of messaging and collaboration solutions — where there is a higher IT spend in an industry, one can expect a considerable investment in messaging and collaboration. The professional services sector and other businesses in which knowledge is a commodity are more likely to adopt more advanced ICE solutions.
- New operating systems, productivity suites, and application environments have, and will continue to spur new adoption of both new features in existing suites and whole new packages. As the SMB segment begins to truly adopt ERM, CRM, and SCM solutions, organisations are requiring integrated collaborative platform solutions.
- Customers of messaging and collaboration tools are experiencing the migration of existing communication tools from PCs to wireless environments and discovering additional benefits.
- The exponential increase of content in organisations is aligning ICEs closer to ECM platforms, storage management, and search technologies, which will create additional demand for these enhanced functionalities.

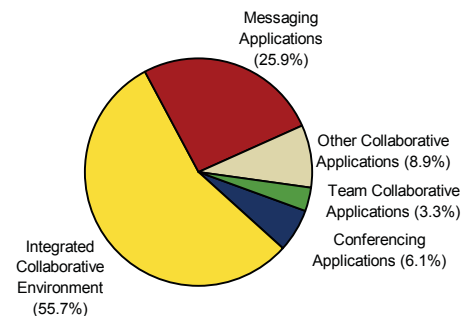
Source: IDC Asia/Pacific Semi-annual Software Tracker (November 2006)

Collaboration and Messaging Applications, 2006–2010



Source: Semiannual Asia/Pacific Software Tracker, November 2006

Market Splits by Functional Application, 2005



Source: Semiannual Asia/Pacific Software Tracker, November 2006

# Portals — Fronting the Enterprise Workplace of Future Information Workers

Sponsored by: IBM



“The enterprise portal is reshaping itself as a key building block of intelligent workplaces for the information worker. As portal technologies evolve within these computing models, the market segment will continue to enjoy growth that exceeds the overall software market.”

— Chris Chong, Market Analyst, Software, IDC Australia

Enterprise portals integrate access to information and applications and present it to the business user in a useful format.

The need for knowledge sharing, collaboration, and access to information within organisations is made more challenging by the operating complexities of corporate computing environments. To reduce these complexities, portals have become functionally rich platforms that are increasingly being used to aggregate and deliver web services. IDC expects the portal market to increase at a compound annual growth rate (CAGR) of 14.8% to reach A\$69.6 million by 2010 from A\$40.1 million in 2006 (see Australia Enterprise Portal Market Forecast, 2005–2010 figure).

### Market Trends

- Market Consolidation is creating richer portal environments that combine collaboration, content management, and process know-how with enterprise application data and functions.
- Vertical market opportunities abound for portal solutions. Industries that deliver information as a product or service, such as business services, will benefit greatly from a portal. The government segment is also a high-growth market identified by IDC's research.
- As portal implementations move from the department to the enterprise and beyond, the issues of corporate governance, sponsorship, and ownership will become more critical.
- Portals will be the key component of SOA projects, as the portal will provide a platform for developing and deploying composite applications.

### Market Accelerators

- Usability improvements and the greater leverage of portals with collaborative technologies will further ensure greater business value is delivered.
- Pressure to improve the effectiveness of knowledge workers will drive this market.
- Pressure to lower the cost of ownership for key technologies such as content management, identity management, collaboration, and information access systems are another factor.

### Market Inhibitors

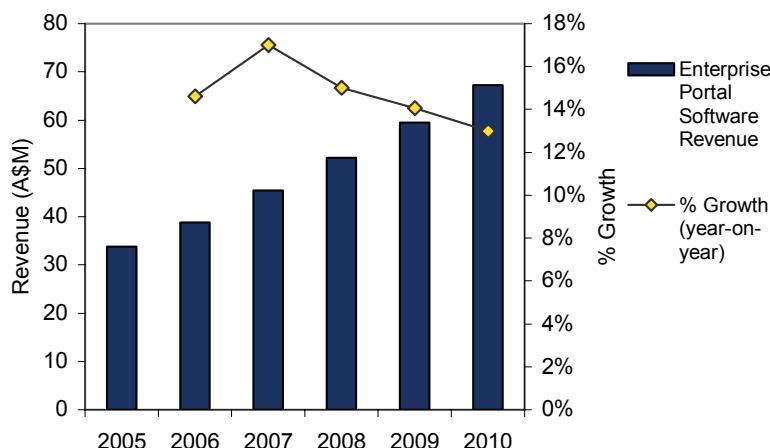
- IT budget constraints remain the primary inhibitor, especially in SMBs. However, at the lower end, scaled-back portal software targeted at SMBs is also emerging.
- Security concerns still rank highly as an inhibitor to deploying a portal.
- Failure to extract value from portal projects — this is most commonly attributed to poor utilisation rates, due to a lack of support from line-of-business managers to educate and encourage employees, as well as the challenge of providing compelling content.

### Adoption Trends

- During 1H06, government and the banking, finance, and insurance verticals were the biggest spenders on portal technologies.
- IDC's survey indicates that 26% of large and medium-sized businesses in Australia have implemented a portal.
- Of the organisations that have the intention to deploy portal applications in the next two years, 45% will carry it out within 12 months.
- The most common applications delivered through portals are customer support and human resources. Sales, marketing, and knowledge management functions also ranked highly.

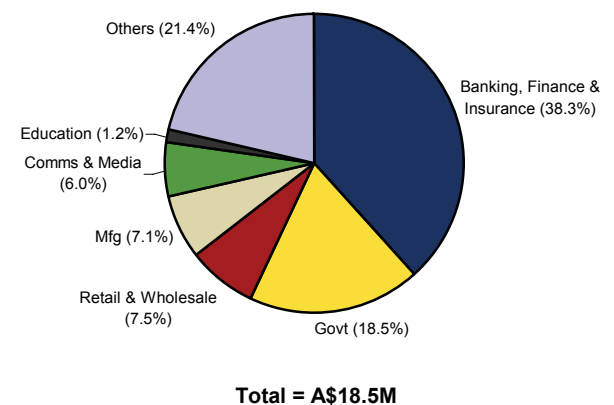
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia Enterprise Portal Market Forecast, 2005-2010



Source: IDC's Asia/Pacific Software Tracker, 2006

Australia Enterprise Portal Market by Vertical, 1H06



Source: IDC's Asia/Pacific Software Tracker, 2006

# Information and Data Management — Holy Grail of the Single Customer View?

Sponsored by: IBM



"In 2006, databases (DBs) will make up more than 80% of all spending on information and data management software, a market fast consolidating around DBs following a number of acquisitions by major DB suppliers. Data integration requirements for data warehouse building and enterprise information integration projects continue to fuel the growth of data management tools, including data connectivity, movement, and replication software. The trend seen in the integration of unstructured and structured data will also drive future growth."

— Chris Chong, Market Analyst, Software, IDC Australia

Information and data management software includes products that manage a common set of defined data that is kept in one or more DBs and is driven by data definitions and rules.

Information and data management software (IDMS) is gaining a new lease on life as a growing demand to better manage information infrastructure takes centre stage. A number of dynamics influence the market development and revenue opportunities in this mature market segment. These include enterprise information integration, trends in open connectivity and open standard interfaces, development of the open source platform and the advent of alternative licensing models. IDC expects the IDMS market to increase at a compound annual growth rate (CAGR) of 6.6% to reach A\$738 million by 2010.

### Market Trends

- The Australian IDMS market has reached maturity to the point whereby greenfield DB installations are very rare, and displacements of incumbent DBs are restrained by high migration costs.
- Driven by customer requirements, for the past two years, global heavyweight DB suppliers have led the IDMS industry's consolidation, acquiring technologies to fill out gaps in functionality to provide end-to-end information solutions.
- Trends in service-oriented applications development will increase data management requirements. Significant data and information growth will result as structured and unstructured enterprise data are combined — the building block of any open service oriented architecture.
- Growing IT complexity means that this growing amount of data and the growing number of DBs need improved automated management.
- The issues of security and availability in data management will remain a primary concern for businesses.

### Market Accelerators

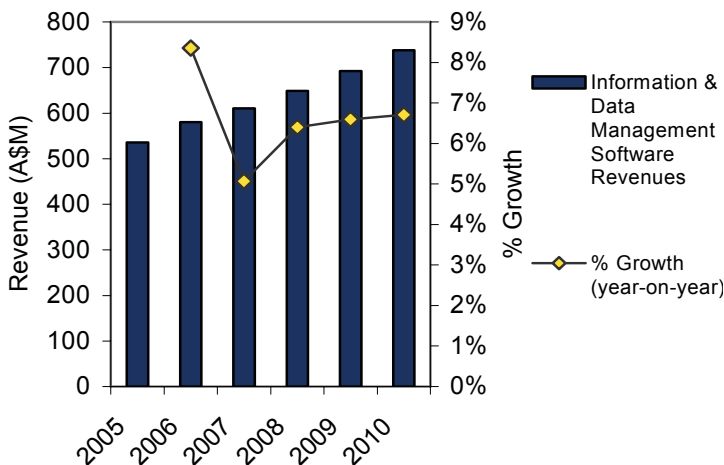
- The momentum of IDMS adoption by maturing small and medium-sized businesses (SMB) will increase, fuelled by the increased data management needs resulting from the replacement of simple legacy applications with enterprise systems and applications. The increased availability of enhanced, SMB-focused DB solutions will spur this growth.
- Corporation-wide information and data integration initiatives are creating significant opportunities for IDMS software, fed by compliance requirements, business intelligence initiatives, and mergers and acquisitions.

### Adoption Trends

- Customers will demand greater cross-platform support in their DBs as businesses execute on the vision of operational consolidation and IT standardisation, having had that high on the management agenda for several years.
- As open source platforms become more widely accepted, customers will have increased flexibility and freedom to choose DBs that best meet their business requirements.
- Compliance, particularly in industries such as healthcare and financial services, are driving information integration projects and thereby increasing DB consolidation and standardisation.
- Businesses rarely maximise the feature functions available in their high-end DBs. IDC expects support-based technology provision to gain popularity as the alternative model for licensing commercial DBs.
- Businesses will increasingly adopt the decision-support capabilities of IDMS tools to analyse business data, then share them in real time both inside and outside the organisation.

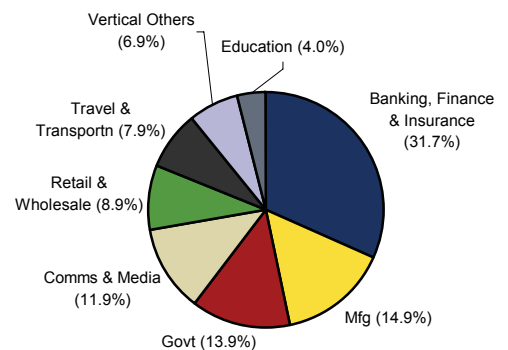
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia IDMS Market Forecast, 2005-2010



Source: IDC's Semiannual Asia/Pacific Software Tracker, October 2006

Australia IDMS Market by Vertical, 1H06



Total = A\$286M



## Content Management — The Centrepiece of Enterprise Knowledge Streamlining

Sponsored by: IBM



“Until recently, the increasing pressure of industry and regulatory compliance was the primary issue driving demand for deploying point solutions of document and records management systems. We are now beginning to see early adoption of enterprise-wide content management (CM) solutions, although deployment will be phased. In addition, the need to increase productivity, unify access to information, and deliver a more integrated infrastructure will start to push demand for search, integrated workflow, and collaboration software.”

— Chris Chong, Market Analyst, Software, IDC Australia

*Content Management (CM) software builds, organises, manages, and stores collections of digital works in any medium or format. CM is the foundation infrastructure for knowledge management (KM) and key submarkets include Web content, document, and records management as well as digital asset management.*

There is a growing demand to manage and make more sense of the ever-increasing amounts of data organisations collect. The ultimate aim is to obtain real-time knowledge and competitive advantage. CM solutions promise to take organisations closer to achieving this goal. IDC expects the CM market to increase at a compound annual growth rate (CAGR) of 14.8% to reach A\$123.7 million by 2010 from A\$62.1 million in 2005 (see figure).

### Market Trends

- The enterprise CM market is in the early maturity stage in Australia. The majority of CM system deployments have remained at the line-of-business (LOB), large workgroup, and departmental levels.
- The CM market has been consolidating for the past two years as suppliers seek to increase their product portfolio and market footprint to become comprehensive content solution providers.
- SMBs focused on affordability and delivering quick results are supporting the success of some local ISVs, which are quickly establishing their footprint in specific market segments.

### Market Accelerators

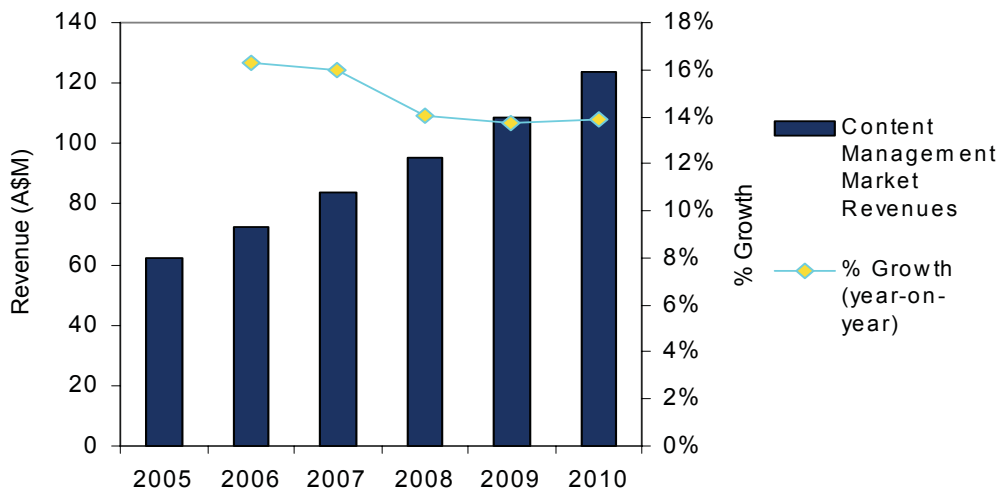
- The business process redesign fuelled by compliance requirements will expand into broader re-assessments, which will in turn push future demand for CM solutions.
- The Australian government’s commitment to better public access to information, engagements in intelligence gathering and analysis, as well as obligations in privacy assurance will continue to drive public sector demand for CM solutions.
- As suppliers strengthen their ability to demonstrate the ROI on CM deployments, adoption will increase in the SME market.
- The increasing availability of open source applications, such as Linux, will encourage SMBs to trial CM solutions.

### Adoption Trends

- Despite a general trend toward application suites, there is strong demand for point solutions, driven by department-level implementations.
- Compliance requirements, particularly in financial services, healthcare, pharmaceuticals, and government, are creating a significant opportunity for content management services activities such as categorisation and taxonomy building, content integration, and change management.
- Apart from the demand for document and records management systems, compliance needs have started to push demand for search, integrated workflow, and collaboration software.
- Monitoring, storing, and mining email repositories will also drive additional investment in CM systems. Email needs to be integrated into the broader information infrastructure for compliance.
- Given the level of maturity of the Australian enterprise CM market there is room for growth during the forecast period.

Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia Content Management Market Forecast, 2005-2010



Source: IDC Australia, 1Q06

## Business Intelligence and Analytics — Enabling Better Business Decisions

Sponsored by: IBM



“Differentiation between business intelligence (BI) and analytics offerings are increasingly leveraging product heritage and customer base rather than product functionality itself; it will become increasingly difficult to assess the real point of differentiation. The market dynamics are shifting as database and ERP suppliers emerge strongly as providers of analytics, giving customers more options with regards to approaching their business pains.”

— Chris Chong, Market Analyst, Software, IDC Australia

BI software comprises end-user oriented tools for ad hoc data access, analysis, and reporting as well as production reporting.

The BI software market in Australia has been showing signs of strong growth and IDC forecasts a compound annual growth rate (CAGR) of 9.8% between 2005 and 2010. The market is expected to reach A\$269 million by 2010 (see bottom-left figure). This growth will be fuelled by a growing need for organisations to get a more concise view of operations within their business and their industry or competitive niche. Organisations also want to automate business decisions through the use of analytic BI software.

### Market Trends

- BI implementation in the banking, finance, and insurance (BFI) sectors accounted for more than 30% of all BI spending in 1H06 (see bottom-right figure). Key initiatives that impact business analytics consumption in the BFI vertical include operations rationalisation, enterprise performance management, customer-to-bank integration, as well as SOA initiatives and the associated data integration.
- Standardisation of BI systems is beginning to gain traction among early adopter organisations, but this is happening in long phases.
- Enterprise-wide BI deployments are still centred on the measurement and analysis of financial performance in business units, rather than monitoring operational metrics and customer information. Hence, financial solutions remain the biggest area of spend amongst vertical segments.

### Market Accelerators

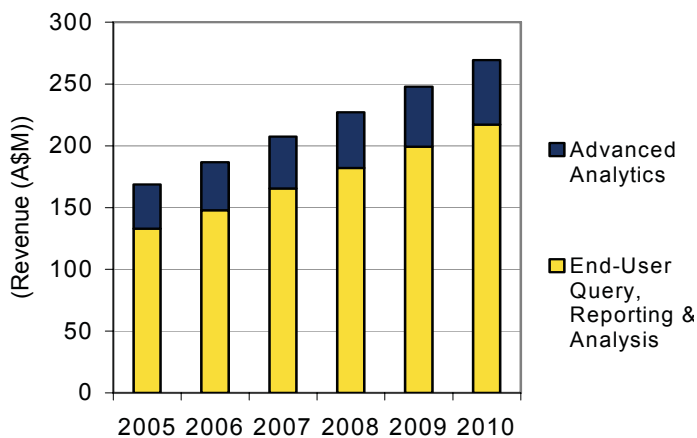
- Organisations are looking for a single source of information (i.e., a "single truth").
- Increased usability and more flexible licensing options will take BI beyond the business analysts to more users within the organisation, putting information in the hands of those who need it.
- In Australia, core BI solutions such as query and reporting are fast maturing; business performance management solutions will now lead most BI deployments. Finance departments will drive the requirements for greater visibility into past trading history and increased reliability of future forecasts and expectations.
- The returns on a data integration and BI project are in better, quicker business decisions. In the medium to long term, decision-centric business intelligence (DCBI) solutions will gain the interest of advanced customers, driving the future adoption of advanced BI.

### Adoption Trends

- While some organisations will begin to consolidate their BI investments down to one or a few solutions, others will continue to respond to ad hoc requests for solutions and roll out different systems to different departments or for specific requirements.
- Interest in industry-specific or business process-specific solutions will increase as organisations look for out-of-the-box solutions for their specific requirements. Solutions such as anti-money laundering, anti-fraud, and supply chain optimisation solutions are established and will be seen as necessary in the near future.
- In the next 12 to 18 months, growth in adoption of BI software/solutions will become more obvious in the top end of the SMB market; midsize financial service providers, manufacturers, and government departments and agencies will be the first most likely to adopt.

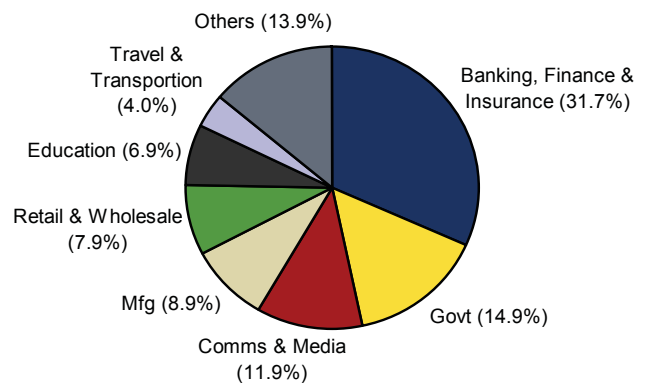
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia BI Market Forecast by Function, 2005-2010



Source: IDC's Semiannual Asia/Pacific Software Tracker, October 2006

Australia BI Market by Vertical Industry, 1H06



Total = A\$85M

Source: IDC's Semiannual Asia/Pacific Software Tracker, October 2006

# Application Development Tools — Are They Supporting SOA Requirements?

Sponsored by: IBM



“Businesses face increasing pressure to find solutions that allow them to adapt their applications more quickly to changing economic and competitive conditions. Development tools must therefore meet these requirements by being robust yet flexible, accommodating the changing business needs without the burden of extensive retesting, or incremental investments in hardware and software.”

— Chris Chong, Market Analyst, Software, IDC Australia

The application development (AD) software market includes software, tools, and development environments used by developers, business analysts, and other professionals to create both Web-based and traditional applications.

This market is defined by five functional segments: third-generation languages (3GLs); unified development environments; analysis, modeling and design (AMD) tools; web site design and development tools, as well as Software Construction Components. AD tools provide best-practice automation to improve the speed and quality of development projects. A number of industry dynamics are also shaping the business opportunities for tool suppliers. The trend towards service oriented architecture (SOA) has fundamental implications on AD methodology, skills sets, and tool requirements. The growing adoption of open-source AD tools also impact demand for commercial Java tools, driving their commoditisation. The Australian AD market is a healthy one, and IDC expects it to increase at a compound annual growth rate (CAGR) of 9.9% to reach A\$256 million by 2010.

### Market Trends

- Regulatory, offshoring, and outsourcing pressures have increased the rigour on metrics and efficiency expected of IT organisations. In turn, the IT department is eager to improve and raise maturity levels on all fronts, including management of the whole application life cycle.
- Outsourcing of application maintenance and development continue to be a hot trend among Australian businesses. Offshore providers meet the majority of these sourcing requirements.
- Commodity pricing pressure will be accelerated by the growing adoption of open source platforms, forcing suppliers to innovate and deliver more value by extending their development cycle offerings to life-cycle management solutions.

### Market Accelerators

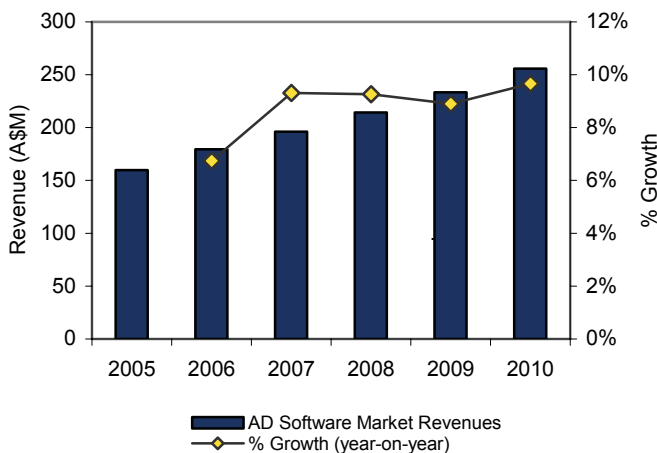
- Technology is playing a critical role in the sea-changing trends emerging in the AD space, such as the emergence of new architectures and the increasing number of integration and software platforms.
- Pressure is growing from the business sector to build more agile, robust, and secure application infrastructure. Development teams are constantly demanding fitter AD tools.
- Productivity remains a key requirement even as developers wrestle with the new approaches dictated by service-oriented development.
- Customers are driving increased functionality, open standards compliance, as well as greater innovation and complementary partnering.

### Adoption Trends

- Service-oriented development is more demanding on the design, assembly, and configuration of component services; correspondingly, the demand for coding skills will soften. Indeed, the roles, responsibilities, and structure of the development team will change as this new era of application development unfolds.
- There will increasingly be more consistent and rigorous use of life-cycle management processes on IT systems, including during the development phase.
- While the technology environment for applications development will largely remain multi-platform, unification is certainly taking place in various development realms; there is a wide preference for a single interface environment, and adopting identical keystrokes for similar operations is common.

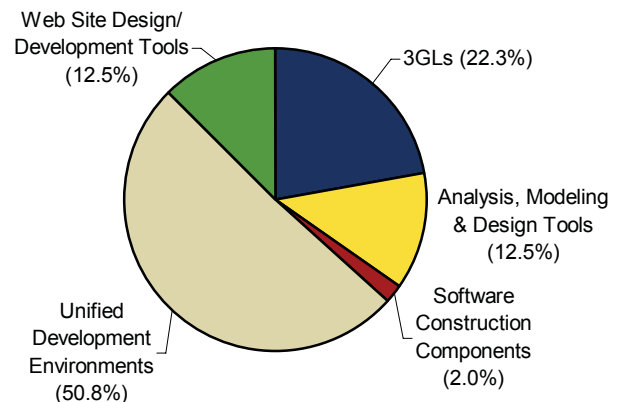
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia Application Development Tools Market Forecast, 2005-2010



Source: IDC's Semiannual Asia/Pacific Software Tracker, October 2006

Functional Segments of the Application Development Tools Market, 2006



Source: IDC's Semiannual Asia/Pacific Software Tracker, October 2006

# Security Software — Leading the Fight Against Constantly Evolving Threats

Sponsored by: IBM



“Security continues to be a priority for Australian organisations. Corporate concerns about the continuously evolving and increasingly sophisticated threat landscape, pressure from government and industry regulations, and the complexity of managing security will drive spending in this market. The need to open back-end systems and information assets to external stakeholders, managing digital identities, enabling mobile and wireless access, and ensuring endpoint security further adds to the challenge. Poorly managed security can cause considerable financial damage.”

— Patrik Bihammar, Senior Analyst, Software, IDC Australia

Security covers a wide range of technologies used to improve the security of computers, Internet communications, networks, and transactions. It is used for confidentiality, integrity, privacy, and assurance.

Viruses, worms, spyware, spam, and other security threats are a reality to all businesses, regardless of size and industry. Software will continue to drive growth in the security solutions market — this segment is expected to increase at a CAGR of 13.4% to reach A\$662.5 million by 2010.

### Market Trends

- Secure content management software (i.e., antivirus, antispam, anti-spyware, and messaging security) will continue to be in strong demand, driven by the need for organisations to protect themselves against ever-evolving malware, rising at a CAGR of 13.8%, to reach A\$402.7 million in 2010.
- Firewall/VPN software will rise at a modest CAGR of 5% and is expected to reach A\$47.9 million by 2010, while IDP software is expected to increase at a CAGR of 9%. Growth in firewall and IDP software is expected to be generated mainly at the endpoints, where it increasingly will become integrated into endpoint security suites.
- The security and vulnerability management software market is expected to rise at a CAGR of 11.2% over the forecast period to reach A\$27.2 million by 2010, as organisations look to better security and vulnerability management (e.g., patch management).
- The identity and access management market will be a key growth area, expected to rise at a CAGR of 16.9% to reach A\$168.4 million in 2010. A large portion of the market is still in user provisioning, single sign-on and Web access management. But with maturing standards (e.g., SAML 2.0 and WS-Federation) the federated identity management market should take off during the forecast period.
- Interesting technology developments and initiatives in security market include network access control (NAC) and outbound content compliance (OCC).

### Market Accelerators

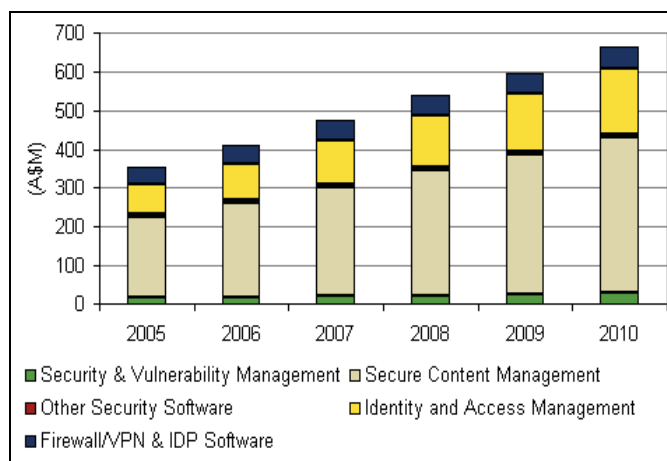
- The increasingly sophisticated and constantly evolving threat landscape is requiring customers to continue investing in new security technologies and constantly monitor the security posture of their environments to protect themselves against new and emerging threats.
- The adoption of new business-enabling technologies such as VoIP, wireless networks, mobile devices, Web services, and SOA is expanding the traditional perimeter and is driving organisations to invest in new security technologies to ensure that these new technologies can be used in a secure manner.
- The issues of regulatory compliance, endpoint security, policy-based security management, and more holistic security will drive demand for security solutions in Australian organisations.
- Regulatory compliance, IT governance frameworks (e.g., CoBIT), and security standards such as ISO17799 and AS7799 are having an increasing role in helping organisations take a best-practice approach to security and risk management.

### Adoption Trends

- The financial services sector is the biggest spender on security software — in 1H06 it represented 29.3% of all spending on security software. This sector has a high requirement for security software as it looks to protect the interests of its business and personal customers and ensure transactions are conducted in a completely secure environment.
- The financial sector is also facing requirements from government and industry regulations such as Basel II.
- The public sector is also a major spender on security software. The government, education, and healthcare sectors have all been mandated to increase their security, and security now forms a considerable part of most IT projects. Many government agencies for instance, are mandated to comply with ACSI 33 requirements. In 1H06, the government sector represented 16.2% of total security software spending.
- Other sectors that make up a considerable proportion of security software spend include telecommunications (15.2%), manufacturing (9.1%), and retail and wholesale (8.6%).

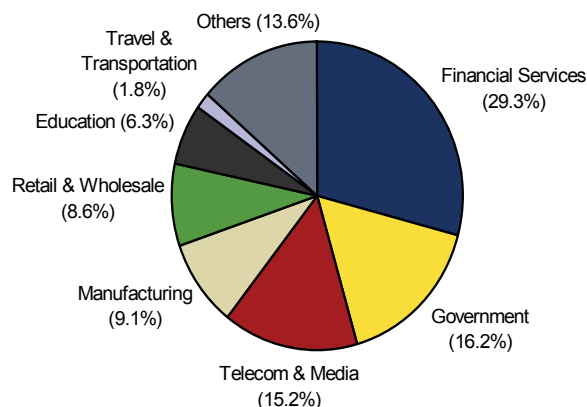
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia Security Software Forecast, 2006–2010



Source: IDC Australia, 2006

Australia Security Software Spending by Vertical, 1H06



Source: IDC Australia, 2006

# System Management Software — Aligning IT with Business

Sponsored by: IBM



"The system management software market continues to be a healthy but largely mature market. Spending will be positioned to simplify the management complexities of current infrastructure solutions and achieve increased productivity. Companies are using system management software solutions as a means of aligning IT with business process following Information Technology Infrastructure Library (ITIL) and other best-practice frameworks."  
 — Patrik Bihammar, Senior Analyst, Software, IDC Australia

The system management software market is defined as including those software tools that are routinely used in IT operations or by end users to manage system and application resources.

This market does not include storage management and other storage software, nor does it include network management software. The system management software market in Australia has been forecast to achieve a compound annual growth rate (CAGR) of 6.5% between 2006 and 2010, and is expected to reach A\$302 million by 2010. This growth will be fuelled by a growing need for organisations to better manage their complex infrastructures, while at the same time complying with government and industry regulations. Organisations will increasingly look at system management software as a means to better align IT with their business processes following ITIL best practices.

### Market Trends

- IDC predicts that problem management, change and configuration management, and performance management will be key growth markets for 2006–2010, experiencing CAGRs of 8.5%, 8.1%, and 6.8%, respectively.
- Growing interest and initiatives around IT service management (ITSM) and business service management (BSM) solutions that align IT resources to business processes will be key drivers for future spending on system management software.
- Business and IT process improvements based on best practices, such as the ITIL framework, is expected to be a major trend in the system management market going forward.
- The system management software market will be strongly dominated by a handful of suppliers, particularly in large heterogeneous enterprise environments, as consolidation continues in 2006.

### Market Accelerators

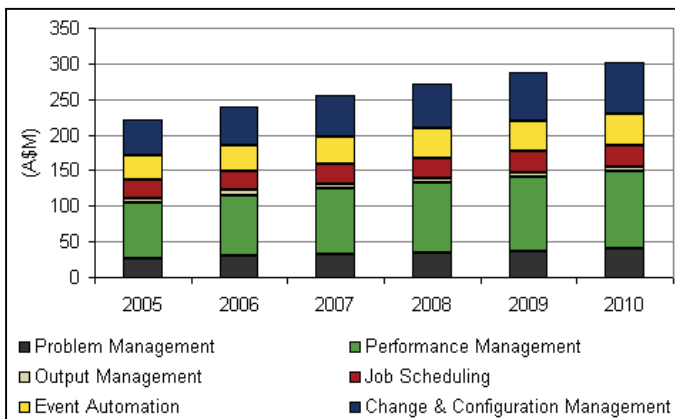
- The need for customers to manage complex and heterogeneous environments from distributed systems to mainframes in a cost efficient manner will drive demand. Integration across multiple applications and legacy systems will drive investments.
- Projects and initiatives around compliance and datacentre consolidation will also drive investments in new system management software. Businesses will look to consolidate on fewer system infrastructure suppliers, made possible by suppliers broadening their capabilities.
- IT budgets will open up for certain projects driven by compliance and ITIL best practices. The growing interest in and adoption of the ITIL framework will drive the system management market, particularly the problem, performance, and change and configuration management markets.
- The need for proactive tools to manage networks and infrastructure will become increasingly important. Investments on system management software will continue to grow despite the overall IT market showing average performance.
- The introduction of more affordable and easier to manage solutions, alongside suppliers focusing specifically on this market will continue to drive the mid-market adoption.

### Adoption Trends

- The growing interest in and adoption of ITIL is driving adoption and investment in system management software
- Adoption is largely driven by customers' need to simplify the management of their large and complex infrastructure environments, and by doing so they increase productivity whilst reducing cost. Some verticals are also feeling pressure from government and industry regulations.
- Financial services and government are the biggest spending verticals on system management software, together representing about 51.7% of total spending. Other big spending verticals include the telecommunications and manufacturing industries.
- Many organisations still tend to focus their budgets on smaller tactical solutions that address immediate pain points — solutions that will yield cost savings to IT, optimise and maximise the usefulness of the current IT infrastructure, and realise fast time to value and ROI improvements. Organisations are looking to reduce cost and do more with less, and insist on quantifiable ROIs.
- Projects based on services-led initiatives that address process improvement based on ITIL best practices, and that consider the organisation's level of IT maturity, are more likely to yield satisfactory results.

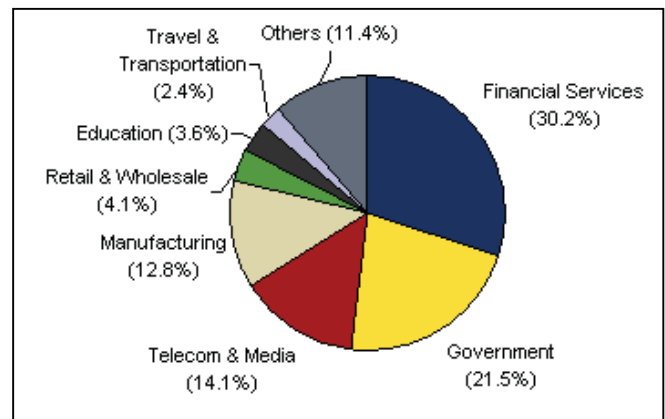
Source: IDC Australia Semi-annual Software Tracker (November 2006)

Australia System Management Software by Function, 2005-2010



Source: IDC Australia, 2006

Australia System Management Software by Vertical, 1H 06



Source: IDC Australia, 2006

# Storage Management — From Operational Pain to Strategic Gain

Sponsored by: IBM



“Customers are increasingly procuring storage solutions in response to business requirements rather than just fulfilling a technology need. Storage is also becoming closely tied to specific projects and initiatives such as new enterprise application deployments or server and storage consolidation projects. Customers are increasingly realising the business value of storage solutions and link their investments in products and services to business benefits. Organisations are turning to storage service providers to help reduce cost and management complexity and achieve compliance with regulatory requirements.”

— Patrik Bihammar, Senior Analyst, Software, IDC Australia

Storage software manages and assures the accessibility, availability, and performance of information stored on physical storage media. This category does not include operating systems or subsystems.

The Australian storage solutions market is expected to achieve a compound annual growth rate (CAGR) of 3.7% to reach A\$1.635 billion by 2010. The storage market in Australia has evolved from one dominated by hardware to one driven by software and services. Customers are increasingly taking a strategic approach to managing their storage infrastructure and want solutions that solve business problems. Organisations are also placing greater importance on securing and retaining information assets, which is driving investments in storage solutions. Customers are turning to storage service providers and systems integrators to assess their storage environments and to offer recommendations on how to improve efficiency, reduce costs and achieve compliance with regulatory requirements.

## Market Trends

- Key drivers in the storage market include the pressure to comply with government and industry regulations, the need to reduce cost and management complexity, and the shortage of in-house skills.
- The storage software market in Australia is estimated to be worth A\$239.9 million in 2006 and is expected to rise at a 2006–2010 CAGR of 9.6% to reach A\$346.7 million in 2010.
- Organisations in the SMB market are feeling pressure to move to networked storage as per their larger counterparts. Suppliers are increasingly offering tailored out-of-the-box solutions aimed at the specific needs and requirements of the mid-market.
- Storage virtualisation software has been a hot topic among storage suppliers in recent times. However, the message communicated to end users varies between suppliers, which has had an inhibiting impact on the penetration of this technology.

## Market Accelerators

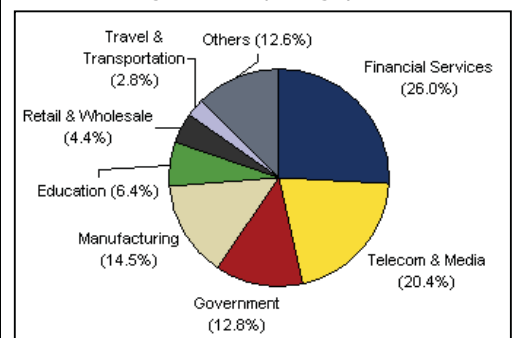
- The SMB and mid-market segment is reaching a stage in the IT maturity lifecycle where the infrastructure has already been built and customers now require software and services to manage and optimise current investments.
- Legal and corporate governance requirements to store, archive and retrieve data according to general and industry specific standards and policies will force organisations to invest in policy-based archiving solutions to stay on top of these requirements. Moreover, the storage management market will experience the next phase of convergence with content management solutions such as content, document or records management to allow a holistic approach to managing, storing, and retrieving unstructured information.

- The dramatic increase of email traffic and the resulting explosion of unstructured data raised interest in specific email archiving solutions. Policy-based migration of this data to lower tier storage layers has been proven to offer significant cost savings while improving storage performance. The increasing acceptance of email as legal document (e.g., contracts) has also raised the importance of archiving and retrieval solutions to comply with general and industry specific regulations. IDC expects to see a similar trend for instant messaging traffic.
- Storage virtualisation has received wider acceptance as a valuable investment to increase resource utilisation while decreasing cost and simplifying the management of storage environments.

## Adoption Trends

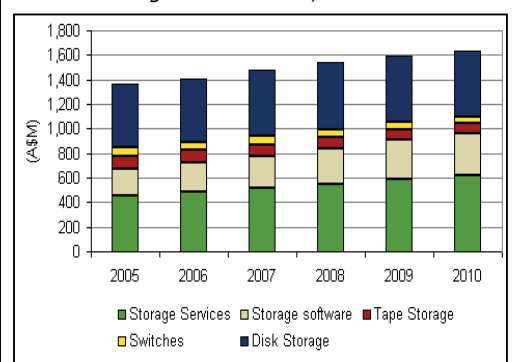
- The financial services, telecommunications, manufacturing and government sectors are the biggest spenders on storage software, making up 73.7% of the market in 1H06. Financial services (26.0%), telecommunications (20.4%) and government (12.8%) organisations are deploying storage solutions to help meet regulatory requirements around business continuity and data recovery, and to help manage their large and complex storage infrastructures.

Australia Storage Software Spending by Vertical, 1H06



Source: IDC, 2006

Australia Storage Solution Forecast, 2006–2010



Source: IDC, 2006

Source: IDC Australia Semi-annual Software Tracker (November 2006)

# 2007 IBM Software Business Partner<sup>†</sup> 'Blue Pages' Directory

IBM is very proud to present its latest 2007 Business Partner<sup>†</sup> (BP) 'Blue Pages' Directory. It provides our customers with an easy to read list of certified IBM Business Partners<sup>†</sup> all ready to assist you with your IT infrastructure, information and technology requirements, no matter what size your organisation or your IT investment budgets.

Each IBM BP is an IBM certified reseller, systems integrator or solution provider, and has been trained to service and supply your organisation with the very latest technology from IBM's Software Solution Offerings.

Our Software BP Community has extensive experience in delivering multiple Business Solutions built on IBM technology across a wide range of Industries in both Australia and New Zealand.

## IBM Business Partner<sup>†</sup> Directory 'Special Offers'

As a value add to our customers, IBM is delighted to highlight a compelling series of almost 100 Business Partner<sup>†</sup> 'Special Solution Offers' created especially to celebrate the release of IBM's annual 2007 Software Solutions Directory.

These Business Partner<sup>†</sup> 'Special Solution Offers' are available throughout 2007, and are designed to both assist our customers to better understand the IT Solutions they are seeking to implement, and also to ensure an ongoing successful implementation in your organisation.

IBM believes you will find a wide range of relevant and value packed Solution Offers well suited to your IT requirements and environments.

IBM encourages you to contact these Business Partners<sup>†</sup> direct to find out more about your IT requirements and resources.

## Business Partner<sup>†</sup> Directory Solution Sections

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PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS
<b>Business Integration</b>					
Advent One Pty Ltd	VIC	Retail Manufacturing Financial Services Public Sector	Document, Content & Records Management, Taxonomy & Portal. Storage & Security solutions that cover privacy, fraud prevention & ensure governance requirements.		contact: Bob Bassat tel: 03 9626 5900 email: rbassat@adventone.com website: www.adventone.com
Artis Group Pty Ltd	NSW	Manufacturing Transport & Logistics Financial Services Public Sector	Application Development, Systems Integration, Infrastructure & Storage Solutions. IT consulting, solution design & development, implementation & on-going support.		contact: Roger Davies tel: 02 8307 3870 email: roger.davies@artisgroup.com.au website: www.artisgroup.com.au
Avoga	NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Enterprise Architecture, Project Management, Business Analysis, Portals, Business Process Management, Development Services (J2EE etc).	Complimentary one-day Business Process Mgmt Engagement	tel: 02 9955 2255 email: info@avoga.com.au website: www.avoga.com.au
Call Design Pty Ltd	NSW VIC	Financial Services	Interactive Voice Response & Speech Recognition Application Development skills, Call Contact Centre Specialist Business Process Consulting.	Interactive Voice Response (IVR) Health Check	contact: Brett Redman tel: 02 9425 7000 email: bredman@calldesign.com.au website: www.calldesign.com.au

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
<b>Business Integration (continued)</b>						
Cirrus Australia	QLD	Manufacturing Financial Services Public Sector	SOA Consulting , Business Process Analysis & Modelling. Planning, design, development & implementation phases for delivering of portal based solutions. Domino Development & Admin & hosting, Web Content Mgmt planning, design, data conversion & graphic design.		tel:	07 3351 8671
					email:	darren_phillips@cirrusaustralia.com.au
					website:	www.cirrusaustralia.com.au
Eos Solutions Pty Ltd	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Eos Solutions is certified in all IBM Software brands & specialises in Lotus Notes Development, Portal, Web Content Management & e-Forms solutions.		tel:	1300 658 720
					email:	sales@eos-solutions.com.au
					website:	www.eos-solutions.com.au
Glintech	NSW VIC	Financial Services	Business Process Analysis, Modelling, Monitoring with business metric dashboards. Service-Oriented Project Applications, Integration & Design. Portal Composite Application Software & Development & Web Content Mgmt solutions.	Complimentary Business Process Analysis & Modelling Boot Camp with purchase of 5 WebSphere Modeler licences	contact:	Gerhard Diedricks
					tel:	02 9299 3999
					email:	gerhard.diedricks@glintech.com
					website:	www.glintech.com
IC Consulting Pty Ltd	NSW	Retail Manufacturing Transport & Logistics Financial Services	WebSphere Portal, Business Integration & Workflow , Service Orientated Architecture (SOA), Rejuvenating Domino Notes, Workplace Forms Consulting Services, Resource Outsourcing.	Complimentary Installation & first host screen development upon purchase of 'Future in HATS & Portal Express' solution - value \$5000  Save up to \$10K with Business Modelling Process Assignment containing Simulation exercise. Preparation for internal demo model to stakeholders upon purchase of WebSphere Business Modeller (ADV) solution.	contact:	Scott Farrell
					tel:	02 9411 3622
					email:	sfarrell@icconsulting.com.au
					website:	www.icconsulting.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt , Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite 'Business Process Management' Architecture Assessment	contact:	Cary Kyriacou
					tel:	02 8263 2910
					email:	partnering@kaz-group.com
					website:	www.kaz-group.com
MicroHelp	ACT NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Collaboration & Knowledge Management offerings, Portal, Process Integration & Information Management Solutions. Access Infrastructure Solution providers.		contact:	John Baragwanath
					tel:	03 9388 0111
					email:	portals@microhelp.com.au
					website:	www.microhelp.com.au
MQ Integration Services	NSW VIC	Retail Financial Services	Specific Middleware Solution design, build, implementation & testing. Application Integration (EAI) & middleware adaptation, Commerce Deployment & Configuration, EAI architectures & SOA solutions.	50% Discount on 2-day Secure Managed File Transfer Solutions Consulting Project - value \$1500  20% Discount on MQIK MQSeries Integration 5-day Services Agreement - value \$1500	contact:	Paul Sloane
					tel:	0411 020 225
					email:	psloane@mqis.com.au
					website:	www.mqis.com.au
Resource Systems & Services	SA WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Web Content/Applications, Knowledge & Document Mgmt, db Development & Lotus Notes Domino solutions. Instant Messaging & Portal/e-forms solutions. Application Development & Hosting, & Storage/ Security Software solutions.		contact:	Kevin Lewis
					tel:	08 9227 6233
					email:	klewis@resourcesystems.com.au
					website:	www.resourcesystems.com.au
Synergy Plus	ACT NSW QLD SA VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Managed Services, Portal & Application Development J2EE, Web Content Mgmt, e-Forms solutions, Software Storage & Security Specialists	Complimentary half day workshop demonstrating how WebSphere® Business Process Modeler solution can improve your IT investments by documenting, streamlining and finetuning your business processes. Valued at \$850	contact:	Margaret Beach
					tel:	1300 139 308
					email:	margaretbeach@synergy.com.au
					website:	www.synergy.com.au



PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS
<b>Application Infrastructure</b>					
Avoga	NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Enterprise Architecture, Project Management, Business Analysis, Portals, Business Process Management, Development Services (J2EE etc).		tel: 02 9955 2255
					email: info@avoga.com.au
					website: www.avoga.com.au
Beacon	WA	Retail Financial Services Public Sector Mining	Software Engineering & Systems Management tools, multi-tier architectures & frameworks using proprietary & open technologies such as XML, Java, Unix, Windows, Web & Application Servers, Workflow & Messaging solutions, & DB2 solutions.		contact: Len Daw
					tel: 08 9486 8500
					email: len.daw@beacon.com.au
					website: www.beacon.com.au
Cirrus Australia	QLD	Manufacturing Financial Services Public Sector	SOA Consulting, Business Process Analysis & Modelling. Planning, design, development & implementation phases for delivering of portal based solutions. Domino Development & Admin & hosting, Web Content Mgmt planning, design, data conversion & graphic design.		tel: 07 3351 8671
					email: darren_phillips@cirrusaustralia.com.au
					website: www.cirrusaustralia.com.au
Dr Notes	VIC	Retail Financial Services Automotive Pharmaceutical	Solutions spanning Lotus Notes Domino, Workplace Forms, Portal, Web Content Management, Tivoli Security & Information Management Infrastructure offerings.		contact: Steve Hooper
					tel: 03 8531 2777
					email: steve.hooper@drnotes.com.au
					website: www.drnotes.com.au
Glitech	NSW VIC	Financial Services	Business Process Analysis, Modelling, Monitoring with business metric dashboards. Service-Oriented Project Applications, Integration & Design. Portal Composite Application Software & Development & Web Content Mgmt solutions.	Business Process Server Proof-of-Concept Offer	contact: Gerhard Diedricks
					tel: 02 9299 3999
					email: gerhard.diedricks@glitech.com
					website: www.glitech.com
Independent Systems Integrators Pty Ltd (ISI)	ACT NSW QLD	Retail Transport & Logistics Financial Services Public Sector	Development Services, Delivery Services, Infrastructure Services, Managed Services, Bespoke Applications Development projects (Java, Domino/Lotus Notes, etc), Advisory & Consulting engagements, Lotus Notes configuration, development & support skills, Authorised zSeries reseller.		contact: Stuart Sykes
					tel: 02 8905 8900
					email: isinsw@isi.com.au
					website: www.isi.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt, Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite Business Application Server - Infrastructure & Transformation Review	contact: Cary Kyriacou
					tel: 02 8263 2910
					email: partnering@kaz-group.com
					website: www.kaz-group.com
Qttech Business Systems Pty Ltd	QLD NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Solution providers specialising in WebSphere Application Server & WebSphere Commerce, Linux, Java & J2EE. Customised Business Solutions/Application Development	30% Discount on CORE, a comprehensive pre-written pure J2EE shell application, where YOU add in your own Business logic - savings of \$15,000	contact: Ricky McGowan
					tel: 07 3552 5200
					email: rmcgowan@qttech.com.au
					website: www.qttech.com.au
<b>Commerce</b>					
MQ Integration Services	NSW VIC	Retail Financial Services	Specific Middleware Solution design, build, implementation and testing. Application Integration (EAI) and middleware adaptation, Commerce Deployment & Configuration, EAI architectures and SOA solutions.	50% Discount on 4-day Consulting Analysis on Web Commerce Project Implementation Strategy - value \$3000	contact: Paul Sloane
					tel: 0411 020 225
					email: psloane@mqis.com.au
					website: www.mqis.com.au
Qttech Business Systems Pty Ltd	QLD NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Solution providers specialising in WebSphere Application Server and WebSphere Commerce, Linux, Java & J2EE. Customised Business Solutions/Application Development	50% Discount on 2-day eCommerce Workshop - value \$970	contact: Ricky McGowan
					tel: 07 3552 5200
					email: rmcgowan@qttech.com.au
					website: www.qttech.com.au

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
<b>Messaging, Collaboration, Portal &amp; Mobile Workforce Solutions</b>						
ADVANCED BusinessLink Pty Ltd	ACT QLD NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Hospitality	Enterprise Mobility and Portal Solutions based on IBM technology for Mobile workforces.	Half price one-day Mobility Assessment Workshop - value \$1500, including 5 complimentary Strategic mobileACCESS user licenses - save \$4500 (Available to customers with 50+ Mobile workforce)	contact:	Trevor Tyne
					tel:	02 9247 5322
					email:	trevor.tyne@businesslink.com
					website:	www.businesslink.com
Artis Group Pty Ltd	NSW	Manufacturing Transport & Logistics Financial Services Public Sector	Application Development, Systems Integration, Infrastructure and Storage Solutions. IT consulting, solution design and development, implementation and on-going support.	Artis e-Form Automation (AeFA) Quick Start Session (QSS)	contact:	Roger Davies
					tel:	02 8307 3870
					email:	roger.davies@artisgroup.com.au
					website:	www.artisgroup.com.au
Avoga	NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Enterprise Architecture, Project Management, Business Analysis, Portals, Business Process Management, Development Services (J2EE etc).	Complimentary one-day Portal Health Check Engagement	tel:	02 9955 2255
					email:	info@avoga.com.au
					website:	www.avoga.com.au
AXS-One Pty Ltd	NSW WA	Retail Manufacturing Financial Services Public Sector	Records Compliance Management Systems, Digital Capture and Archiving, Retention management and legal discovery to enable electronic records to be readily searchable and accessible on demand.	Complimentary AXS-One Operational Archiving Solution Services Offer	contact:	Britt Howard
					tel:	1300 887 663
					email:	info@axsone.com
					website:	www.axsone.com.au
BluePoint	VIC	Financial Services Public Sector	Enterprise Content Mgmt solutions to manage risks of email, document, and records management.	Half price 2-day Enterprise Content Management Solution consulting engagement - value \$1600, with 5 complimentary user licences upon purchase - value \$2000.	contact:	Craig McLaughlin
					tel:	03 9296 5100
					email:	sales@bluepoint.net.au
					website:	www.bluepoint.net.au
Cirrus Australia	QLD	Manufacturing Financial Services Public Sector	SOA Consulting , Business Process Analysis & Modelling. Planning, design, development and implementation phases for delivering of portal based solutions. Domino Development & Admin and hosting, Web Content Mgmt planning, design, data conversion and graphic design.	Cirrus Workplace Electronic Forms Onsite Trial	tel:	07 3351 8671
					email:	darren_phillips@cirrusaustralia.com.au
					website:	www.cirrusaustralia.com.au
Collaborative Developments Pty Ltd	SA VIC	Manufacturing Financial Services Public Sector	Full range of Lotus® Software Solutions. Notes Development projects including CRM, Portals, Information Management & e-Forms development.	50% Discount on Salesplace CRM Server licence with one-day complimentary training - savings from \$3000	contact:	Michael Harris
					tel:	08 8172 1411
					email:	sales@colldev.com.au
					website:	www.colldev.com.au
Coordimax	ACT NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Enterprise Knowledge Mgmt solutions including CRM, Document Mgmt, Help Desk, Quality Assurance & Human Resources. Project Mgmt, Consultancy & deployment methodologies, Business Process Initiatives & Improvements, Lotus Notes/Domino development & technical support.	Complimentary 10 Coordimax licences, choose from: Document Mgmt, HelpDesk, HR, Quality Assurance & Sales Force Automation - save \$12000 on each 10-user bundle.	tel:	1300 655 460
					email:	info@coordimax.com.au
					website:	www.coordimax.com.au
Corporate Systems Pty Ltd	NSW VIC	Financial Services Public Sector	e-learning Lotus services & technologies to maximise your business performance.	15% Discount on CSL's elearning Fasttrack Onsite Training Pilot - save \$3750. Additional 15% rebated if IBM Workplace Collaborative Learning solution deployed after pilot	contact:	Alex Moulder
					tel:	03 9548 0704
					email:	alex@corporatesystems.com.au
					website:	www.corporatesystems.com.au
				QuicktoLearn: ITMigrate Targeted Training to support IT Rollouts		

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
<b>Messaging, Collaboration, Portal &amp; Mobile Workforce Solutions (continued)</b>						
Dialog Information Technology	ACT NSW QLD VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector Telecommunications	Software Development, Requirements & Performance Testing solutions & related Services across a wide range of ICT requirements. Also offer Lotus Notes Domino Application Services and Solutions tailored to your needs.		contact: Warren Adkins	
					tel: 07 3247 1000	
					email: warren_adkins@Dialog.com.au	
					website: www.dialog.com.au	
Dr Notes	VIC	Retail Financial Services Automotive Pharmaceutical	Solutions spanning Lotus Notes Domino, Workplace Forms, Portal, Web Content Management, Tivoli Security & Information Management Infrastructure offerings.	Complimentary Electronic Signature ePads with any Workplace Forms installation	contact: Steve Hooper	
					tel: 03 8531 2777	
					email: steve.hooper@drnotes.com.au	
					website: www.drnotes.com.au	
Editure	NSW SA VIC	Financial Services Public Sector Education	Education Software & Services & Infrastructure & Managed IT Services	50% Discount on 2-day training package with purchase of LearningPoint education software	contact: Glen Kotopoulos	
					tel: 08 8418 7827	
					email: glen.kotopoulos@editure.com	
					website: www.editure.com	
EIM Pacific Pty Ltd	ACT NSW VIC	Manufacturing Financial Services Public Sector	Smart Enterprise Suite including E-Forms solutions covering Publishing Content Mgmt, Enterprise Transformation, Portal Content Migration, IT Technology Architecture Development, Info Assurance, Policy Development, Resource Analysis, Acquisition Mgmt, IT Services	Complimentary development of e-form with purchase of eForms Designer & Server Solution (max 3 pages - save \$3000)	contact: Mark Petersen	
					tel: 02 9493 6500	
					email: sales@eim-pacific.com	
					website: www.eim-usa.com	
Eos Solutions Pty Ltd	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Eos Solutions is certified in all IBM Software brands & specialises in Lotus Notes Development, Portal, Web Content Management & e-Forms solutions.	Complimentary Website HTML/ Accessibility Standards Health Check with documented findings - value \$1120.	tel: 1300 658 720	
					Complimentary Corporate Directory Application with purchase of Lotus Domino Solutions - value \$1150	email: sales@eos-solutions.com.au
					Book an Enable Workplace Forms Onsite Workshop & receive complimentary sample e-form - value \$1200	website: www.eos-solutions.com.au
					Complimentary HR Portal Process & Systems Analysis Business Workshop with documented findings - value \$1200	
IC Consulting Pty Ltd	NSW	Retail Manufacturing Transport & Logistics Financial Services	WebSphere Portal, Business Integration & Workflow, Service Orientated Architecture (SOA), Rejuvenating Domino Notes, Workplace Forms Consulting Services, Resource Outsourcing.	Complimentary Onsite 'Power of Workplace Forms' Workshop to develop an initial e-form upon investment in 'Future of Forms Bundle'	contact: Scott Farrell	
					tel: 02 9411 3622	
					email: sfarrell@icconsulting.com.au	
					website: www.icconsulting.com.au	
Independent Systems Integrators Pty Ltd (ISI)	ACT NSW QLD	Retail Transport & Logistics Financial Services Public Sector	Development, Delivery, Infrastructure & Managed Services, Systems Management and Software Storage Management Tivoli Solutions, Bespoke App Dev projects (Java, Domino/ Lotus Notes, etc), Advisory and Consulting engagements, Lotus Notes configuration, Authorised zSeries reseller.		contact: Stuart Sykes	
					tel: 02 8905 8900	
					email: isinsw@isi.com.au	
					website: www.isi.com.au	
Insight (formerly Software Spectrum)	ACT NSW QLD SA VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector Education	Suppliers of Lotus Notes Domino Infrastructure software and solutions including messaging/collaboration and Portals. Also Tivoli Storage offerings that manage and secure IT environments.		contact: Mathew Howard	
					tel: 1800 867 144	
					email: mathew.howard@insight.com	
					website: www.softwarespectrum.com.au or www.insight.com (from end of March onwards)	
ISIS Information Technology	QLD	Manufacturing Financial Services	Specialising in Lotus Domino Infrastructures, Lotus Workplace, Portal, Mobility Workforce Solutions, Notes Environment Upgrades.	20% Discount on ISIS Lotus Migration and Upgrade Solution Pack	contact: Tallula Sandison Steve McCormick	
					tel: 07 3367 2206	
					email: tallula.sandison@isisit.com.au steve.mccormick@isisit.com.au	
					website: www.isisit.com.au	

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS
<b>Messaging, Collaboration, Portal &amp; Mobile Workforce Solutions (continued)</b>					
ISW	NSW SA VIC	Retail Manufacturing Transport & Logistics Financial Services	ISV for Lotus Domino platforms providing multiple software solutions that maximise the Lotus notes investment including Mobile Solutions, Workflow Engines, Knowledge/Quality and Document Management solutions	Complimentary Lotus Sametime Implementation Offer - valued at \$1200	contact: Tim Royle
				Upgrade Notes & Domino R7 for a complimentary 12 month Enterprise Domino Db-Info - minimum value \$2500	tel: 02 4975 3311
				Complimentary half day Onsite Workplace Forms & eForms for Workflow-Xpress Workshop - value \$1200	email: troyle@isw.net.au
				Complimentary half day Onsite CRM Business Case Workshop - value \$1200	website: www.isw.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt, Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite Lotus Notes Messaging and Collaboration Review	contact: Cary Kyriacou
				Complimentary 1-3 day Onsite Web Content Mgmt (WCM) Maintenance and Process Assessment	tel: 02 8263 2910
					email: partnering@kaz-group.com
					website: www.kaz-group.com
Mercury Solutions Centre	NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Workspace & Integrated Desktop (Enterprise Portal) Solutions. Services Oriented Architecture (SOA), Mobility Services & Electronic Forms, Db & Process Integration specialists. Managed Services, Infrastructure/ Application Mgmt/Software Development	Complimentary 30-day Hosted Trial - 'Mobile Email' Solution/Lotus Notes Domino with BlackBerry Enterprise Server - value \$2400	contact: Lambrini Tspidis
				Complimentary 2-day 'Smart Forms' Diagnostic Review and Report Offer - value \$3960	tel: 02 8915 5708
				Complimentary Half Day Scope and Investment Service for your Lotus Notes & Domino Upgrade - value \$1500	email: lambrini.tspidis@mercurysolutions.biz
					website: www.mercurysolutions.biz
MicroHelp	ACT NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Collaboration & Knowledge Management offerings, Portal, Process Integration & Information Management Solutions. Access Infrastructure Solution providers.	20% Discounted Onsite Portal Value Analysis to determine ROI and effective implementation requirements	contact: John Baragwanath
					tel: 03 9388 0111
					email: portals@microhelp.com.au
					website: www.microhelp.com.au
Midrange Software Design Pty Ltd	QLD	Transport & Logistics	Lotus Domino Deployment and Collaboration Solutions & Implementations, Application Analysis & Domain Design.	50% Discount on first two days of Onsite Lotus Notes/Domino Upgrade Assessment and Implementation - value \$1200	contact: Don Brown
				Half price 2-day design project to formulate Content Mgmt and Email Marketing strategy with recommendations - save \$1200	tel: 07 3368 7888
					email: don.brown@msd.net.au
					website: www.msd.net.au
NetReturn Pty Ltd	ACT NSW VIC	Retail Financial Services Public Sector Telco/Media/Utilities	Design and development of eBusiness Applications & Portals, e-forms, Search Engine Technology, Information Architecture, Content Development	Half day complimentary 'Portal Advantage' Healthcheck or Business Case Review - value \$1500	contact: Adam Bateson
				Complimentary 'eForm Advantage' demo, includes development of one example form - value \$1500	tel: 02 9779 0154
					email: adam.bateson@netreturn.com.au
					website: www.netreturn.com.au
Preemptive Consulting Pty Ltd	ACT NSW	Financial Services Public Sector	Enterprise Email Management on Lotus Domino messaging platforms.	15% Discount on Email Archiving Vault Solution (Discount capped at AUD\$10K)	contact: Adam Osborne
					tel: 02 6299 8332
					email: aosborne@preemptive.com.au
					website: www.preemptive.com.au
Qtch Business Systems Pty Ltd	QLD	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Solution providers specialising in WebSphere Application Server and WebSphere Commerce, Linux, Java & J2EE. Customised Business Solutions/Application Development. Also Lotus Notes / Domoio Software Solution and Service providers		contact: Ricky McGowan
					tel: 07 3552 5200
					email: rmcgowan@qtch.com.au
					website: www.qtch.com.au
Resource Systems and Services	SA WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Web Content/Applications, Knowledge & Document Mgmt, db Development & Lotus Notes Domino solutions. Instant Messaging & Portal/e-forms solutions. Application Development & Hosting, and Storage/ Security Software solutions.	Purchase 50 or more Resource. DocMan licences & save between \$3k-\$6k on total solution cost	contact: Kevin Lewis
					tel: 08 9227 6233
					email: klewis@resourcesystems.com.au
					website: www.resourcesystems.com.au

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
<b>Messaging, Collaboration, Portal &amp; Mobile Workforce Solutions (continued)</b>						
Synergy Plus	ACT NSW QLD SA VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Managed Services, Portal and Application Development J2EE, Web Content Mgmt, e-Forms solutions, Software Storage and Security Specialists	Complimentary half day Onsite capabilities workshop on Synergy's Forms Integration Hub allowing you to quickly deploy & obtain value out of your IBM WorkPlace forms investment - value \$850.	contact:	Margaret Beach
					tel:	1300 139 308
					email:	margaretbeach@synergy.com.au
					website:	www.synergy.com.au
Task Exchange Pty Ltd	NSW	Retail Manufacturing Transport & Logistics Mining	Lotus Notes, Quickplace & Domino® Infrastructure Mgmt & Application design for flexible integration of third party Collaboration Solutions that maximise and leverage off your Lotus Notes environment and other platforms. Salesplace - the Award winning CRM system that works with Lotus Notes and Blackberry.	Complimentary one day Health Check for Upgrading your Lotus Notes Domino - save \$1500	contact:	Rowan Mitchell
					tel:	02 9966 8849
					email:	rowan@taskexchange.net
					website:	www.taskexchange.net
The Net-Effects Group			Workflow Applications & Lotus Domino Infrastructure, Lotus Notes, J2EE and Web-based Applications, Business & Workflow Analysis, Systems Analysis and Design, Mobile Workforce Applications for solutions deployed to mobile devices or browsers.	Half price one day Onsite Mobile Workforce Strategy Assessment & Business Case Review - Value \$650	contact:	Graeme Hart
					tel:	03 9521 7777
					email:	graeme.hart@net-effects.com.au
					website:	www.net-effects.com.au

## Information Management

Access Technology	NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Document Mgmt/Data Capture Solutions. EDM/Scanning/BPA, Email Archiving, Document Outbound Management (DOM), Automated Outbound Delivery, Data and Image Web Hosting, Process Workflow	Contract Mgmt Guaranteed Value or Risk Free Review	contact:	Eduardo Gaete
					tel:	02 9409 2500
					email:	enquiry@accesstechnology.com.au
					website:	www.accesstechnology.com.au
Advent One Pty Ltd	VIC	Retail Manufacturing Financial Services Public Sector	Document, Content & Records Management, Taxonomy & Portal. Storage and Security solutions that cover privacy, fraud prevention and ensure governance requirements.	Complimentary 'Intellinx' Onsite Security Fraud Detection Proof of Concept' from template	contact:	Bob Bassat
					tel:	03 9626 5900
					email:	rbassat@adventone.com
					website:	www.adventone.com
Beacon	WA	Retail Financial Services Public Sector Mining	Software Engineering and Systems Management tools, multi-tier architectures and frameworks using proprietary and open technologies such as XML, Java, Unix, Windows, Web and Application Servers, Workflow and Messaging solutions, and DB2 solutions.		contact:	Len Daw
					tel:	08 9486 8500
					email:	len.daw@beacon.com.au
					website:	www.beacon.com.au
Datsync Consulting	NSW	Retail Manufacturing Financial Services Public Sector	Software, consulting and training services in Information Management - DB2, Informix, Rational Data Architect, DB2 Commonstore, and Data Warehouse Edition.	Discounted one-day Onsite Data Storage Optimisation Analysis - save \$1000	contact:	Tony Winch
					tel:	02 9482 8200
					email:	tony@datasync.com.au
					website:	www.datasync.com.au
Dr Notes	VIC	Retail Financial Services Automotive Pharmaceutical	Solutions spanning Lotus Notes Domino, Workplace Forms, Portal, Web Content Management, Tivoli Security & Information Management Infrastructure offerings.		contact:	Steve Hooper
					tel:	03 8531 2777
					email:	steve.hooper@drnotes.com.au
					website:	www.drnotes.com.au
Eos Solutions Pty Ltd	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Eos Solutions is certified in all IBM Software brands and specialises in Lotus Notes Development, Portal, Web Content Management and e-Forms solutions.		tel:	1300 658 720
					email:	sales@eos-solutions.com.au
					website:	www.eos-solutions.com.au

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
<b>Information Management (continued)</b>						
Independent Systems Integrators Pty Ltd (ISI)	ACT NSW QLD	Retail Transport & Logistics Financial Services Public Sector	Development, Delivery, Infrastructure & Managed Services , Systems Management and Software Storage Management Tivoli Solutions, Bespoke App Dev projects (Java, Domino/ Lotus Notes, etc), Advisory and Consulting engagements, Lotus Notes configuration, Authorised zSeries reseller.	Half price Delivery Rapid Evaluation review and report	contact:	Stuart Sykes
					tel:	02 8905 8900
					email:	isinsw@isi.com.au
					website:	www.isi.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt , Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite Data Warehouse Conceptual Architecture Assessment.	contact:	Cary Kyriacou
					tel:	02 8263 2910
					email:	partnering@kaz-group.com
					website:	www.kaz-group.com
MicroHelp	ACT NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Collaboration & Knowledge Management offerings, Portal, Process Integration & Information Management Solutions. Access Infrastructure Solution providers.		contact:	John Baragwanath
					tel:	03 9388 0111
					email:	portals@microhelp.com.au
					website:	www.microhelp.com.au
Resource Systems and Services	SA WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Web Content/Applications, Knowledge & Document Mgmt, db Development & Lotus Notes Domino solutions. Instant Messaging & Portal/e-forms solutions. Application Development & Hosting, and Storage/ Security Software solutions.		contact:	Kevin Lewis
					tel:	08 9227 6233
					email:	klewis@resourcesystems.com.au
					website:	www.resourcesystems.com.au
Synergy Plus	ACT NSW QLD SA VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Managed Services, Portal and Application Development J2EE, Web Content Mgmt, e-Forms solutions, Software Storage and Security Specialists	Complimentary tailor-made Assessment and Report with recommendations to ensure your Email Archival / Content Management strategy is maximised to surpass your Organisation's requirements. Valued at \$2000.	contact:	Margaret Beach
					tel:	1300 139 308
					email:	margaretbeach@synergy.com.au
					website:	www.synergy.com.au
The BPA Group	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector Health Utilities Mining & Oil Superannuation	Process Improvement Specialists in Business Process. Information Management services (including Content Mgmt /Document Mgmt/ Data Mgmt), Consulting Services & System Integration.	25% Discount on Business Case Development for Process Improvement (Assistance & Tools) – savings up to \$3000	contact:	Cara Crundall
					tel:	07 3223 4900
						email:
					website:	www.bpagroup.com.au
The IQ Business Group	NSW VIC	Manufacturing Financial Services	Custom-built Business Intelligence solutions, comprehensive IBM DB2 Alphablox platform implementation, & Db developer tools. Professional solutions across Data Warehousing and Web Application Development.	50% discount off our 5-day Onsite BI - Collaborate for DB2 Alphablox Readiness Assessment Consultation - save \$3750.	contact:	Patrick Martin
					tel:	03 9225 4000
					email:	pmartin@iqworld.net
					website:	www.iqgroup.net
<b>U2 Universal Database</b>						
Campana Systems Pty Ltd	QLD VIC	Manufacturing	GoldCare has software Data Mgmt solutions for Resident and Client Mgmt, Business Mgmt, Staff Mgmt, Health Record Mgmt and Case Mgmt all based in a single integrated application purely aimed at the Health Services markets.	3-day Onsite 'Goldcare' Aged Administration System Needs Analysis' Offer	contact:	Wes Radulski
					tel:	03 9347 5665
					email:	wtr@campana.com
					website:	www.takebettercare.com
IT Vision Australia Pty Ltd	SA WA	Transport & Logistics Public Sector	Enterprise Mgmt software specifically created to meet the specialist needs of Local Government and Port Authorities. Provider of extensive IT options all supported by quality advice, training and personalised service.	SynergySoft Agenda/Minutes Package	contact:	Martin Bull
					tel:	08 9315 7000
					email:	martin.bull@itvision.com.au
					website:	www.itvision.com.au

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
Pick Products	NSW	Manufacturing Transport & Logistics Financial Services Public Sector	Application Integration, Web Enablement and eBusiness Development Services and Software products.	Discounted Proof of Concept Package - ask us about this Offer	contact:	Bob Guthrie
					tel:	02 9999 2949
					email:	rguthrie@pickproducts.com.au
					website:	www.pickproducts.com.au
Technical Software Services	NSW VIC	Retail Media	Uses IBM's UniVerse relational Database Mgmt System, Solutions cover media planning & buying, sales, traffic, programming, scheduling, mgmt reporting, to media operators in Television, Radio, Advertising Agencies, Cinema, Magazines, Press, Outdoor, and Retail.	Onsite Discovery Workshop	contact:	Graham Atkins Philip Amore
					tel:	02 8425 8888 03 9529 1444
					email:	gatkings@tss.com.au pamore@tss.com.au
					website:	www.tss.com.au
UniPix Pty Ltd	NSW TAS VIC WA	Retail Manufacturing	Develops, distributes and implements dual award-winning software suite - Online Advantage. UniPxl offers real-time manufacturing and wholesale distribution business software through it's Online Advantage ERP solution.	3-day ERP Business Process Re-engineering Onsite Workshop Offer	contact:	Rob Ellis
					tel:	02 9966 5544
					email:	rob@unipix.com.au
					website:	www.onlineadvantage.com.au
Walstan Systems Ltd	NSW QLD VIC WA	Manufacturing	Software authors and implementation consultants specialising in Sheet Metal Processing/Manufacturing software systems that change the culture, set accountability and traceability standards, ensure minimum stock is held to maximise order fulfillment, and reduces manufacturing inefficiencies.		contact:	Kim Walker
					tel:	1800 227 447
					email:	kim@walstan.com
					website:	www.walstan.com

## Software Development

Advent One Pty Ltd	VIC	Retail Manufacturing Financial Services Public Sector	Document, Content & Records Management, Taxonomy & Portal. Storage and Security solutions that cover privacy, fraud prevention and ensure governance requirements. Also provide IBM Rational based Application Development Requirements and Testing solutions and services		contact:	Bob Bassat
					tel:	03 9626 5900
					email:	rbassat@adventone.com
					website:	www.adventone.com
Avoga	NSW	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Enterprise Architecture, Project Management, Business Analysis, Portals, Business Process Management, Development Services (J2EE etc).	Complimentary Software Development Lifecycle Health Check	tel:	02 9955 2255
					email:	info@avoga.com.au
					website:	www.avoga.com.au
Beacon	WA	Retail Financial Services Public Sector Mining	Software Engineering and Systems Management tools, multi-tier architectures and frameworks using proprietary and open technologies such as XML, Java, Unix, Windows, Web and Application Servers, Workflow and Messaging solutions, and DB2 solutions.	Rational Testing Tools Complimentary Consulting Services	contact:	Len Daw
					tel:	08 9486 8500
					email:	len.daw@beacon.com.au
					website:	www.beacon.com.au
Dialog Information Technology	ACT NSW QLD VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector Telecommunications	Software Development, Requirements and Performance Testing solutions and related Services across a wide range of ICT requirements .	3-day Software Development 'Process' Health Check & Report for \$1600 - save \$3200.	contact:	Warren Adkins
					tel:	07 3247 1000
					email:	warren_adkins@Dialog.com.au
					website:	www.dialog.com.au
Eos Solutions Pty Ltd	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Eos Solutions is certified in all IBM Software brands and specialises in Lotus Notes Development, Portal, Web Content Management and e-Forms solutions.		tel:	1300 658 720
					email:	sales@eos-solutions.com.au
					website:	www.eos-solutions.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt , Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite Software Application toolset / Methodology and Development Review	contact:	Cary Kyriacou
					tel:	02 8263 2910
				Complimentary half day 'Case to Code Workshop' and reduce your SW DEV team's 'time to market'	email:	partnering@kaz-group.com
					website:	www.kaz-group.com

PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS
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## Software Development (continued)

MicroHelp	ACT NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Collaboration & Knowledge Management offerings, Portal, Process Integration & Information Management Solutions. Access Infrastructure Solution providers.		contact:	John Baragwanath
					tel:	03 9388 0111
					email:	portals@microhelp.com.au
					website:	www.microhelp.com.au
Resource Systems and Services	SA WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Web Content/Applications, Knowledge & Document Mgmt, db Development & Lotus Notes Domino solutions. Instant Messaging & Portal/e-forms solutions. Application Development & Hosting, and Storage/Security Software solutions.		contact:	Kevin Lewis
					tel:	08 9227 6233
					email:	klewis@resourcesystems.com.au
					website:	www.resourcesystems.com.au
Synergy Plus	ACT NSW QLD SA VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Managed Services, Portal and Application Development J2EE, Web Content Mgmt, e-Forms solutions, Software Storage and Security Specialists	Take advantage of Synergy's complimentary half day hands-on workshop to realise the benefits IBM® Rational® Method Composer offers you and enhance your internal processes	contact:	Margaret Beach
					tel:	1300 139 308
					email:	margaretbeach@synergy.com.au
					website:	www.synergy.com.au
TestPro Pty Ltd	NSW QLD	Manufacturing Financial Services Public Sector	Automated Software Testing Solutions and Services for load, performance and functional regression testing using Rational software suite.	50% Discount off Rational Testing & Workflows Assessment with any Rational ClearQuest/TestManager Test Tool Solution Investment	contact:	Scott Marchant
					tel:	0418 534 629
					email:	info@testpro.com.au
					website:	www.testpro.com.au

## Security

Dr Notes	VIC	Retail Financial Services Automotive Pharmaceutical	Solutions spanning Lotus Notes Domino, Workplace Forms, Portal, Web Content Management, Tivoli Security & Information Management Infrastructure offerings.		contact:	Steve Hooper
					tel:	03 8531 2777
					email:	steve.hooper@drnotes.com.au
					website:	www.drnotes.com.au
Eos Solutions Pty Ltd	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Eos Solutions is certified in all IBM Software brands and specialises in Lotus Notes Development, Portal, Web Content Management and e-Forms solutions.		tel:	1300 658 720
					email:	sales@eos-solutions.com.au
					website:	www.eos-solutions.com.au
Identity Solutions Pty Ltd	NSW VIC	Manufacturing Financial Services Public Sector Utilities + non specific	Systems Security and Data Protection, Business Continuity & Disaster Recovery, Identity Mgmt, IT Infrastructure Mgmt Solutions, Incident and Problem Mgmt, Configuration Mgmt solutions		contact:	Eddie Baghdikian
					tel:	03 8420 3420
					email:	enquiries@identity-solutions.com.au
					website:	www.identity-solutions.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt, Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite 'Identity Management' Security Roadmap Review	contact:	Cary Kyriacou
					tel:	02 8263 2910
					email:	partnering@kaz-group.com
					website:	www.kaz-group.com
Loop Technology Pty Ltd	ACT NSW QLD VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Security Solutions ie Multi-Factor Authentication, Firewall Technologies, SSL VPN and Identity Mgmt solutions, Threat Mgmt, BPM & Access mgmt using Tivoli Access & Identity Management software.	Complimentary 2-day Tivoli Identity Manager Express Proof of Concept - value \$2000.  Complimentary 2-day Tivoli Access Manager Proof of Concept Offer - value \$2000.	contact:	Brett Coleman
					tel:	07 3367 2659
					email:	bcoleman@looptech.com.au
					website:	www.looptech.com.au
MicroHelp	ACT NSW VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Collaboration & Knowledge Management offerings, Portal, Process Integration & Information Management Solutions. Access Infrastructure Solution providers.		contact:	John Baragwanath
					tel:	03 9388 0111
					email:	portals@microhelp.com.au
					website:	www.microhelp.com.au
Synergy Plus	ACT NSW QLD SA VIC	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Managed Services, Portal and Application Development J2EE, Web Content Mgmt, e-Forms solutions, Software Storage and Security Specialists	Complimentary half day Onsite workshop outlining how you can leverage IBM security solutions to meet your organisation's internal & external Identity & Access Management requirements - value \$850	contact:	Margaret Beach
					tel:	1300 139 308
					email:	margaretbeach@synergy.com.au
					website:	www.synergy.com.au



PARTNER NAME	STATE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS	
<b>Systems Management</b>						
Artis Group Pty Ltd	NSW	Manufacturing Transport & Logistics Financial Services Public Sector	Application Development, Systems Integration, Infrastructure and Storage Solutions. IT consulting, solution design and development, implementation and on-going support.	Artis e-Form Automation (AeFA) Quick Start Session (QSS)	contact:	Roger Davies
					tel:	02 8307 3870
					email:	roger.davies@artisgroup.com.au
					website:	www.artisgroup.com.au
BluePoint	VIC	Financial Services Public Sector	Enterprise Content Mgmt solutions to manage risks of email, document, and records management.	Half price 2-day Enterprise Content Management Solution consulting engagement - value \$1600, with 5 complimentary user licences upon purchase - value \$2000.	contact:	Craig McLaughlin
					tel:	03 9296 5100
					email:	sales@bluepoint.net.au
					website:	www.bluepoint.net.au
Identity Solutions Pty Ltd	NSW VIC	Manufacturing Financial Services Public Sector Utilities + non specific	Systems Security and Data Protection, Business Continuity & Disaster Recovery, Identity Mgmt, IT Infrastructure Mgmt Solutions, Incident and Problem Mgmt, Configuration Mgmt solutions	Complimentary one-day Identity Solutions Onsite IT Infrastructure/ Data Storage Centre Review - value \$5000.	contact:	Eddie Baghdikian
					tel:	03 8420 3420
					email:	enquiries@identity-solutions.com.au
					website:	www.identity-solutions.com.au
Independent Systems Integrators Pty Ltd (ISI)	ACT NSW QLD	Retail Transport & Logistics Financial Services Public Sector	Development, Delivery, Infrastructure & Managed Services , Systems Management and Software Storage Management Tivoli Solutions, Bespoke App Dev projects (Java, Domino/ Lotus Notes, etc), Advisory and Consulting engagements, Lotus Notes configuration, Authorised zSeries reseller.	Half-price Independent Infrastructure 'Rapid Evaluation' Review and Report	contact:	Stuart Sykes
					tel:	02 8905 8900
					email:	isinsw@isi.com.au
					website:	www.isi.com.au
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt , Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite Infrastructure and Provisioning Strategy Review	contact:	Cary Kyriacou
					tel:	02 8263 2910
					email:	partnering@kaz-group.com
					website:	www.kaz-group.com
The Missing Link Network Integration Pty Ltd		Retail Manufacturing Transport & Logistics Financial Services	Tivoli Storage solutions that provide software, Onsite and hosted services from concept to post-implementation stage, including hardware requirements.		contact:	Alex Gambotto
					tel:	1300 865 865
					email:	agambotto@themissinglink.com.au
					website:	www.themissinglink.com.au
<b>Storage Management</b>						
Advent One Pty Ltd	VIC	Retail Manufacturing Financial Services Public Sector	Document, Content & Records Management, Taxonomy & Portal. Storage and Security solutions that cover privacy, fraud prevention and ensure governance requirements.	Complimentary Tivoli Storage Health Check Offer	contact:	Bob Bassat
					tel:	03 9626 5900
					email:	rbassat@adventone.com
					website:	www.adventone.com
Artis Group Pty Ltd	NSW	Manufacturing Transport & Logistics Financial Services Public Sector	Application Development, Systems Integration, Infrastructure and Storage Solutions. IT consulting, solution design and development, implementation and on-going support.	Artis Complimentary Storage Assessment Review	contact:	Roger Davies
					tel:	02 8307 3870
					email:	roger.davies@artisgroup.com.au
					website:	www.artisgroup.com.au
ComputerCORP (Operations) Ltd	QLD SA WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Storage solutions for organisations of all sizes with Desktop Management Services and Networks.	50% Discount on Tivoli Storage Assessment Audit - save \$2000. (Audit cost rebatable from purchase price of TSM solution)	contact:	Peter Cappendell
					tel:	08 9424 4444
					email:	peter.cappendell@computercorp.com.au
					website:	www.computercorp.com.au
Identity Solutions Pty Ltd	NSW VIC	Manufacturing Financial Services Public Sector Utilities + non specific	Systems Security and Data Protection, Business Continuity & Disaster Recovery, Identity Mgmt, IT Infrastructure Mgmt Solutions, Incident and Problem Mgmt, Configuration Mgmt solutions	Complimentary one-day Identity Solutions Onsite IT Infrastructure/ Data Storage Centre Review - value \$5000.	contact:	Eddie Baghdikian
					tel:	03 8420 3420
					email:	enquiries@identity-solutions.com.au
					website:	www.identity-solutions.com.au

PARTNER NAME	STATE COVERAGE	INDUSTRY COVERAGE	SOLUTION COVERAGE	DIRECTORY SPECIAL OFFER	CONTACT DETAILS
<b>Storage Management (continued)</b>					
Independent Systems Integrators Pty Ltd (ISI)	ACT NSW QLD	Retail Transport & Logistics Financial Services Public Sector	Development, Delivery, Infrastructure & Managed Services, Systems Management and Software Storage Management Tivoli Solutions, Bespoke App Dev projects (Java, Domino/ Lotus Notes, etc), Advisory and Consulting engagements, Lotus Notes configuration, Authorised zSeries reseller.		contact: Stuart Sykes
					tel: 02 8905 8900
					email: isinsw@isi.com.au
					website: www.isi.com.au
Insight (formerly Software Spectrum)	ACT NSW QLD SA VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector Education	Suppliers of Lotus Notes Domino Infrastructure software and solutions including messaging/collaboration and Portals. Also Tivoli Storage offerings that manage and secure IT environments.		contact: Mathew Howard
					tel: 1800 867 144
					email: mathew.howard@insight.com
					website: www.softwarespectrum.com.au or www.insight.com (from end of March onwards)
KAZ Group Pty Ltd	ACT NSW QLD SA TAS VIC WA	Retail Manufacturing Transport & Logistics Financial Services Public Sector	Specialising in Systems Mgmt, Security & Storage Solutions. Knowledge Mgmt, Business Integration & Analysis, Software Apps/Dev and Collaboration and Portal Solutions, Website mgmt, Hosting and Migration Services.	Complimentary 1-3 day Onsite Software Storage Optimisation Review'	contact: Cary Kyriacou
					tel: 02 8263 2910
					email: partnering@kaz-group.com
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Mgmt.</b></p> <ul style="list-style-type: none"> <li>• Rational ClearCase Family</li> <li>• Rational ClearQuest Family</li> <li>• Rational Build Forge</li> </ul>	<p><b>Application Infrastructure</b></p> <ul style="list-style-type: none"> <li>• WebSphere Application Server (WAS) Family including WAS Community Edition</li> <li>• WebSphere Extended Deployment</li> <li>• WebSphere Host Access Transformation Services</li> <li>• WebSphere Host On Demand Foundation</li> <li>• WebSphere Business Integration Server</li> <li>• WebSphere Gateway</li> <li>• IBM Host Access Client Package</li> <li>• WebSphere Host Integration Solution</li> </ul> <p><b>Application Integration</b></p> <ul style="list-style-type: none"> <li>• WebSphere Enterprise Service Bus</li> <li>• WebSphere Message Broker</li> <li>• WebSphere MQ Family</li> <li>• WebSphere Adapters</li> <li>• WebSphere Transformation Extenders</li> </ul> <p><b>Business Integration</b></p> <ul style="list-style-type: none"> <li>• WebSphere DataPower Family</li> <li>• WebSphere Process Server</li> <li>• WebSphere Business Modeler</li> <li>• WebSphere Business Monitor</li> <li>• WebSphere Integration Developer</li> <li>• WebSphere Business Integration</li> <li>• WebSphere Enterprise Service Bus</li> <li>• WebSphere MQ Family</li> <li>• WebSphere Partner Gateway</li> </ul> <p><b>Commerce</b></p> <ul style="list-style-type: none"> <li>• WebSphere Commerce Family</li> </ul> <p><b>Mobile and Speech</b></p> <ul style="list-style-type: none"> <li>• WebSphere Everplace Family</li> <li>• WebSphere Voice Response</li> <li>• WebSphere Voice Server</li> <li>• WebSphere Translation Server for Multipatforms</li> <li>• IBM embedded Via Voice</li> <li>• Unified Messaging for WebSphere Voice Response</li> </ul>	<p><b>Database Servers</b></p> <ul style="list-style-type: none"> <li>• DB2 Family</li> <li>• Cloudscape</li> <li>• IMS</li> <li>• Informix Family</li> <li>• U2 Family</li> </ul> <p><b>Database Tools &amp; Utilities</b></p> <ul style="list-style-type: none"> <li>• DB2 and IMS Tools</li> <li>• DB2 DataPropagator</li> <li>• DB2 Query Patrolter</li> <li>• DB2 Connect</li> </ul> <p><b>Content Management and Discovery</b></p> <ul style="list-style-type: none"> <li>• DB2 Content Manager Family</li> <li>• DB2 Document Manager</li> <li>• DB2 Content Manager OnDemand Family</li> <li>• DB2 Records Manager</li> <li>• DB2 CommonsStore Family</li> <li>• WebSphere Information Integrator Content Edition</li> <li>• WebSphere Information Integrator OmniFind Edition</li> <li>• WebSphere Content Discovery Server</li> <li>• Federated Records Management</li> <li>• IBM FileNet Family</li> </ul> <p><b>IBM Data Warehousing and Analysis</b></p> <ul style="list-style-type: none"> <li>• DB2 UDB Data Warehouse Editions (DWE)</li> <li>• Master Data Management</li> <li>• DB2 Alphanabox</li> <li>• DB2 Entity Analytics</li> <li>• Query Management Facility (QMF)</li> <li>• WebSphere Content Discovery for BI</li> </ul> <p><b>Information Integration</b></p> <ul style="list-style-type: none"> <li>• WebSphere Information Integrator Family</li> <li>• WebSphere Data Integration Suite</li> <li>• WebSphere DataStage</li> <li>• WebSphere QualityStage</li> <li>• WebSphere ProfilesStage</li> <li>• WebSphere Federated Server</li> </ul> <p><b>Master Data Management</b></p> <ul style="list-style-type: none"> <li>• WebSphere Product Center</li> <li>• WebSphere Customer Center</li> <li>• IBM Industry Models</li> </ul> <p><b>Entity Analytic Solutions</b></p> <ul style="list-style-type: none"> <li>• IBM Global Name Recognition Products</li> <li>• IBM Identity Resolution</li> <li>• IBM Relationship Resolution</li> <li>• IBM Anonymous Resolution</li> </ul>	<p><b>Appl. 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