MANAGING DIRECTOR'S PRESENTATION

AGM - 26 NOVEMBER 2009

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Outline of Presentation – year to 30 June 2009

- Overview of year

- Management initiatives during year

- FY2010 outlook
  - Objectives
  - Long-term sustainability
  - Focus & development
  - Differentiation
  - Partnering
  - Group structure

- Towards Cloud Computing

- Current position

- Industry & customer spread

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Overview of Year

- Merger with Corpnet

- Immediate impact of global financial crisis

- Management initiatives in response – *more later*

- Maintenance of ISO 20000 accreditation

- Stable end-of-year position in improving market
    - modest operating loss
    - solid balance sheet – cash reserves & undrawn bank facilities

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Management Initiatives During Year

- Reduction of cost base
  - reduction in operational cost
  - maintenance of differentiated service capability
  - redefined Managed Services leveraged model
    - full 24x7x365 service desk &automated delivery tools

- Focus on managed services ahead of product
  - higher natural operating margins
  - better basis for customer relationship development

- High-performance cultural change program – increased focus on
  - customers – existing & new
  - recurrent revenue with solid margin

- Investment in people – talent review
  - proven business development skills with existing relationships
  - more marketable skills

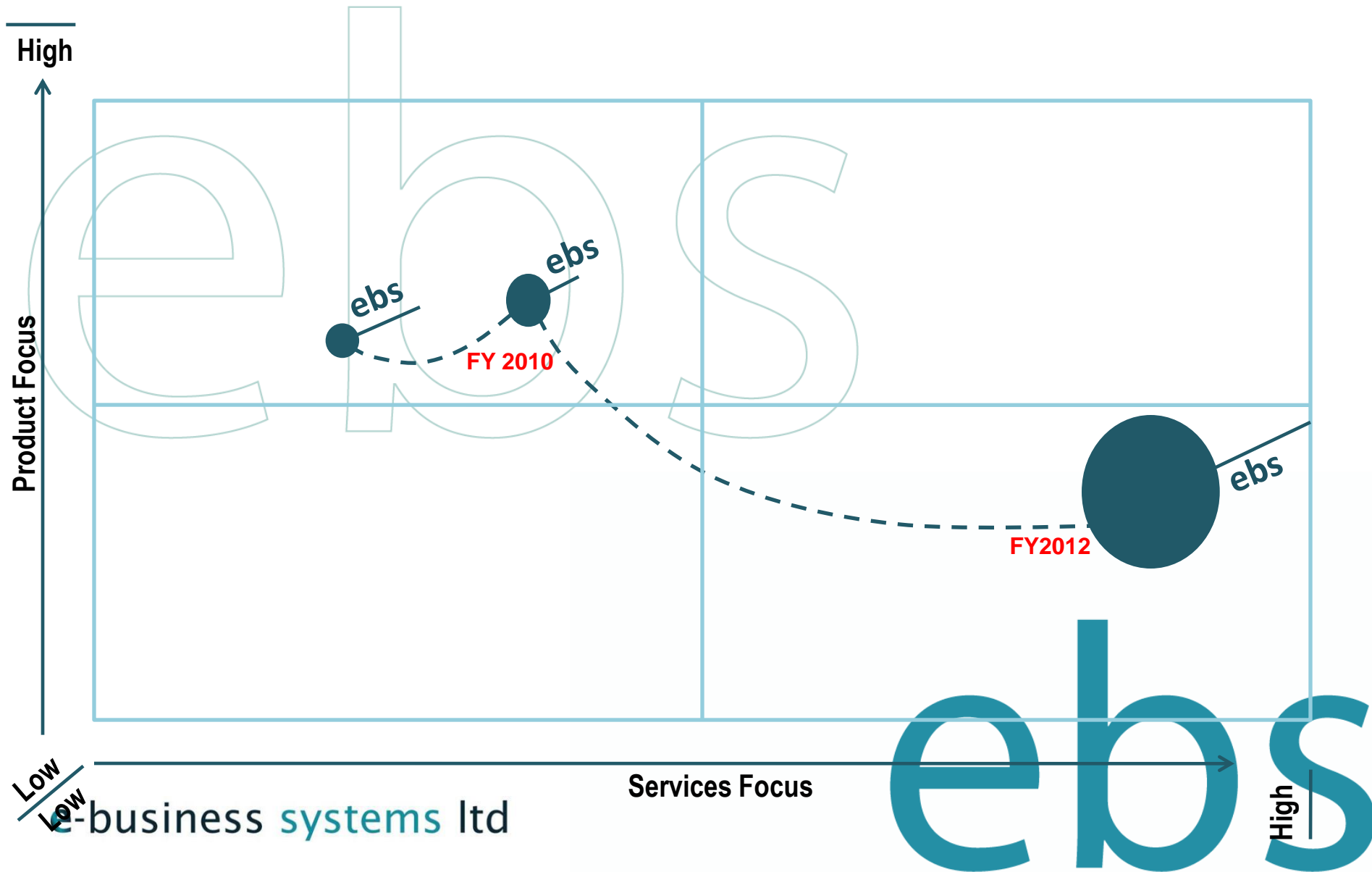e-business systems ltd

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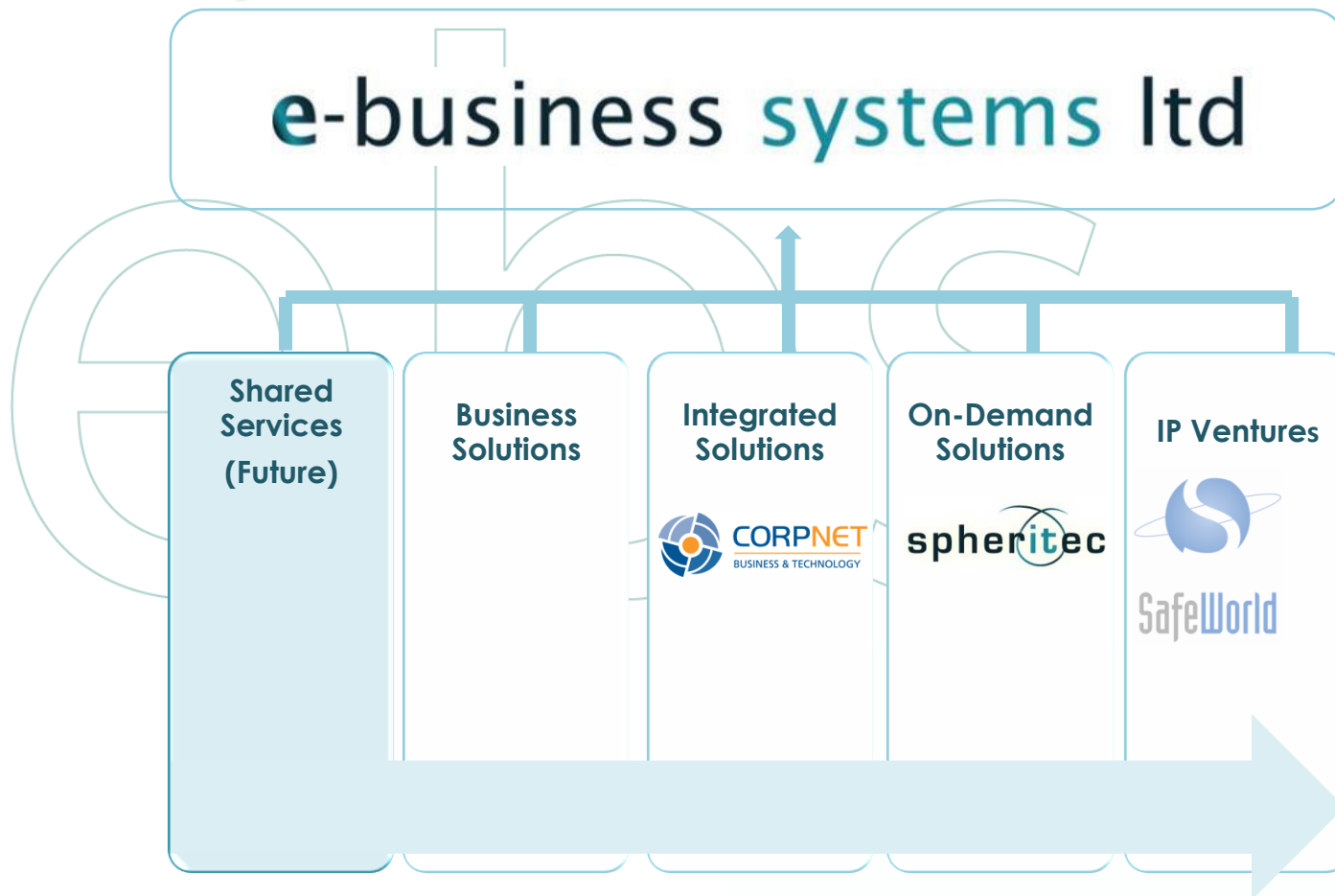# FY2010 OUTLOOK

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Objectives

- *Market recognition – [a/the] leading supplier of value-added & value-adding IT services to enterprise & mid-market customers within Australia*

- Consolidated revenue in excess of $100m by end of FY2012

- Attractive total returns & liquidity for shareholders

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Long-Term Sustainability - Services Focus

Group Structure

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Shared Services (Future)	Business Solutions	Integrated Solutions	On-Demand Solutions	IP Ventures
		CORPNET BUSINESS & TECHNOLOGY	spheritec	SafeWorld

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2010 – Focus & Development

PEOPLE Continuing development of high-performance culture

Investment in experienced front line sales force

Investment in expertise

Continued employee satisfaction measurement

PROCESS Clear focus on customer satisfaction & retention

Operational efficiency through utilisation of tools & packaged services

Workflow systems – finance, crm, project management, e-portal

Innovation

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2010 – Focus & Development

PRODUCT Focus on delivery of managed services developing Cloud Computing model

- infrastructure as a service – *IaaS*

- platform as a service – *PaaS*

- software as a service – *SaaS*

natural appeal to enterprise & mid-market segments

- recurrent revenue streams

Sustainable consulting services practice

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2010 – Focus & Development

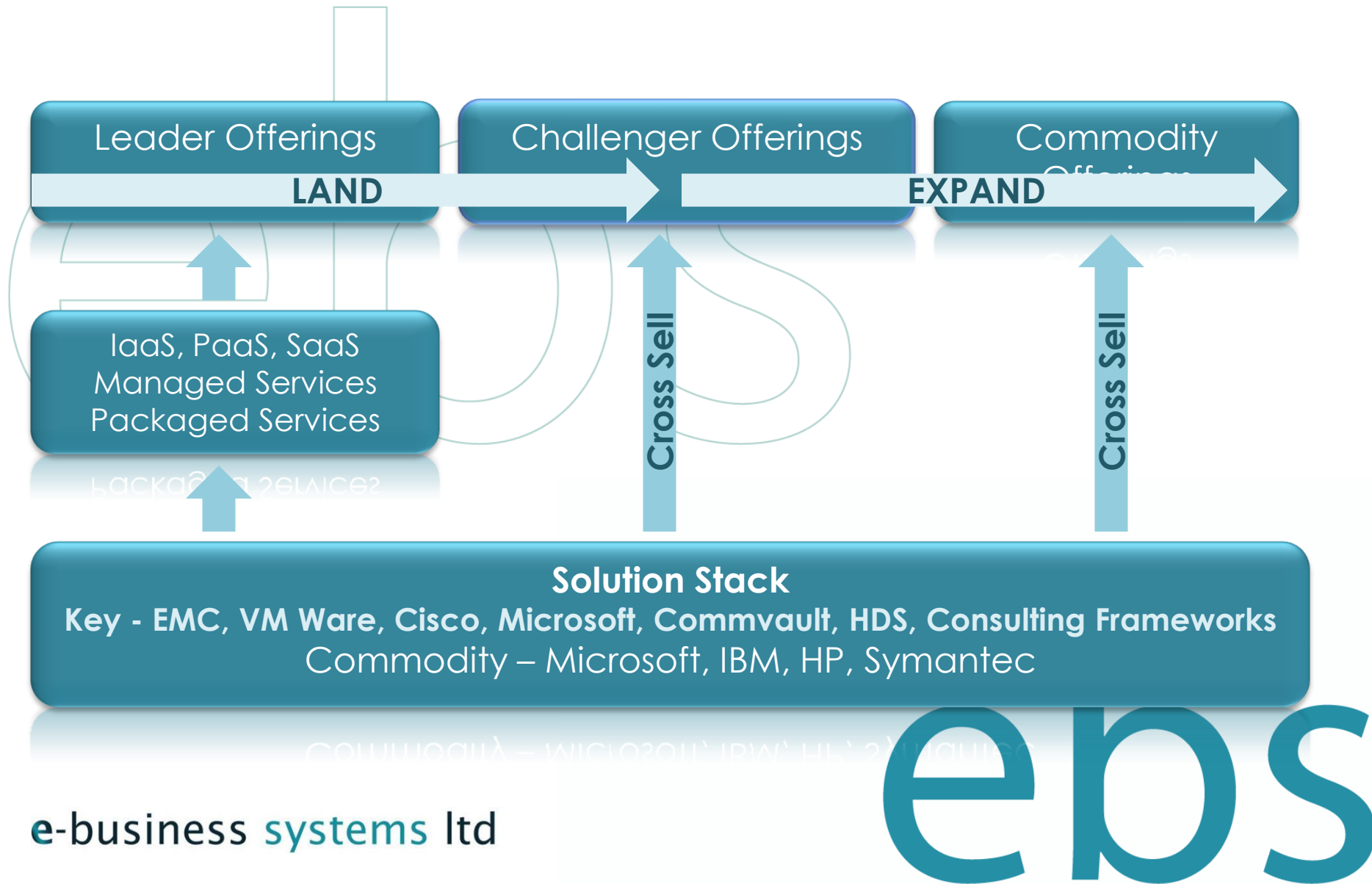|	
PERFORMANCE	Increase revenue under contract
	Maintain strong cash position
	Increase market share
GROWTH	Geographical expansion via existing & prospective customer & vendor relationships
	Acquisition strategy with focus on service & location - service – *fit with Managed Services & Cloud Computing* - location – *expand reach & leverage key relationships*

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Differentiation

- Strong partner relationships with key vendors

- Proven high-level technical service delivery
    - full range of managed services
    - enterprise & mid-market customers

- Targeted service offerings, scalable on demand by customer, based on above

- Demonstrated skills in key emerging areas relevant to Cloud Computing – gathering market trend among enterprise customers

- Leading position in developing Australian market for delivery of full suite of services under Cloud Computing model

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Success Through Differentiation

Leader Offerings

Challenger Offerings

Commodity Offerings

LAND → **EXPAND** →

IaaS, PaaS, SaaS
Managed Services
Packaged Services

Cross Sell

Cross Sell

Solution Stack
Key - EMC, VM Ware, Cisco, Microsoft, Commvault, HDS, Consulting Frameworks
Commodity – Microsoft, IBM, HP, Symantec

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Partnering with Leading Industry Vendors

- Focus on key vendor relationships with recognised accreditations

PLATFORMS	VIRTUALISATION	STORAGE	BACKUP/COMPLIANCE	CONNECTIVITY
Microsoft	vmware	EMC² where information lives	commvault solving forward	CISCO
		HITACHI Inspire the Next	EMC² where information lives	
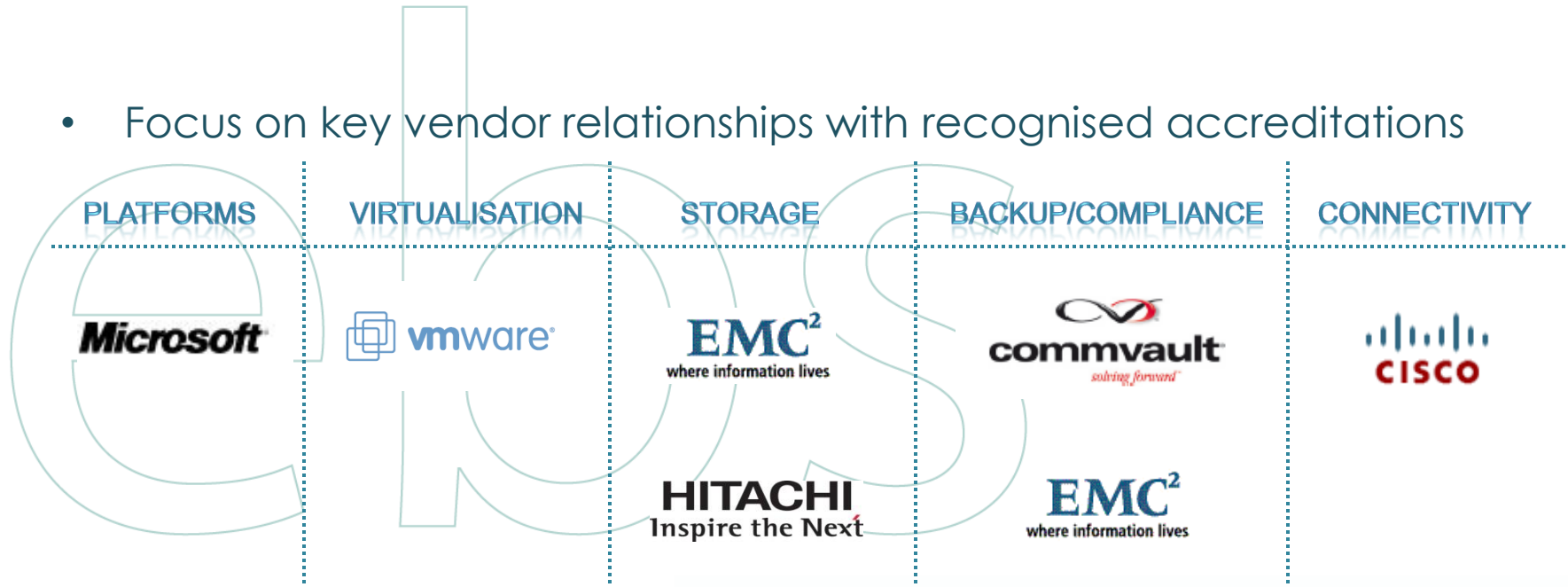
- Availability of marketing &development funds for key channels – eg Corpnet & Spheritec

- Active collaboration with vendor partners in business development

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Towards Cloud Computing

- Virtualisation - *replication of hardware through use of specialised software*
    - enhanced utilisation of customer resources
    - lower cost of delivery to customer
        - business continuity
        - deployment & maintenance of application delivery
    - SaaS
        - op ex (instead of cap ex) for customer
        - recurring revenue for EBS

- Virtualisation as key component in migration towards Cloud Computing

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Towards Cloud Computing

- Cloud Computing model – *delivery of IT services from remotely hosted infrastructure*
    - recurrent revenue from contracted customers
    - scalable business model to leverage key relationships

- Acceleration of IT cloud services - Australian business adoption moving from 15-25% today to 25-45% in three years *(IDC Independent Survey)*

- Current SaaS offerings

    - Datagard - remote backup

    - eMailgard - active email archiving

    - Mailmaster - eMarketing solution

    - Ionix Service Manager - ITIL management platform

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Current Position

- Positive early results from cultural change program & investment in sales front line – 17 new accounts in the enterprise & mid-market sector acquired during Q4 (FY09) & Q1 (FY10)

- Improving market conditions since end of year - renewed customer buying activity

- Solid pipeline of business opportunities
    - announcements made
        - Brisbane Airport Corporation
        - Hassell Architects
  - more to follow subject to customer approval

- Recent business failures among certain competitors
    - opportunity for market share through selective recruitment
    - consolidation activity through mergers & acquisitions

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Diverse Industry &Customer Spread

Service	Tourism & Retail	Professional & Financial Services	Mining & Infrastructure	Manufacturing & Construction
Managed Services	Virgin blue, EAGLE BOYS PIZZA, Domino's Pizza	HASSELL	NAUTILUS Minerals, Brisbane Airport, GPN GLADSTONE PACIFIC NICKEL LTD	Henley, FKP, Triumph INTERNATIONAL
Project Services	Virgin blue, FLIGHT CENTRE LIMITED, FONE ZONE	sunsuper, MONDIAL ASSISTANCE	cs energy generations ahead, QUEENSLAND MOTORWAYS, Brisbane Airport	Henley, WAECO mobile solutions, JBS Swift Australia
Consulting Services	Virgin blue, McDonald's	BDO AUSTRALIA, sunsuper		

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Summary

Whilst we are finding that there is renewed customer buying activity, the controls businesses applied in 2009 are reflected in the challenging outlook for 2010.

However, our broader earnings base & investment in our people, process &technology means the group is well placed for growth on previous year with the overall objective to return to the performance levels of 2008.

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THANK YOU

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