

## Building new business ecosystems



Publisher Len Rust

### RUST BUCKET

*Many companies' workforces today span three or four generations – baby boomers, Generation X and Y (millennial) and Z each with different leadership, communications, working and learning styles and their mindsets are generally shaped by the education system and the environment in which they grew up.*

Today a confluence of forces, some old, some new, is pushing organisations to change how they work. At the same time a new nation of technically savvy workers is gradually working its way up the ranks, further exposing companies to technologies like social media. Digital transformation is a result of businesses seeking to adapt to the current onslaught of technologies effecting customer and employee behaviour. As technology over the years has become a permanent fixture in everyday life, organisations are now faced with an increasing need to update old legacy technologies and add supporting methodologies to better reflect how the real world is evolving. The need today to change things quickly is also becoming important for many organisations.

We are experiencing a phenomenal change to in the IT industry with the rapid adoption of cloud computing. The last time we saw such a change was back in the 1990s when the PC revolution morphed into client-server and challenged the mainframe for dominance in the enterprise. That transition threw the balance of power from the stalwart companies to a raft of new challengers. Now everything is changing again, the leaders are finding themselves confronted by cloud companies.

It is clear today that to increase the contribution that technology makes to business we need more people choosing technology as a career plus a larger talent pool of executives with experience in the technology sector. Most of the main global technology powerhouses were formed by people with IT or Science Technology Engineering and Mathematics (STEM) backgrounds.

Welcome to the Rust Report. In our industry player profile interview we speak to Don Brown, CEO, Interactive Intelligence. View the interview in a new window [here](#).



Today IT transformation requires a significant amount of change in organisations to achieve success, it requires the overhaul of the organisation's IT operations where the goal is more than cost saving. It's about increased capabilities to use technology to drive new competitive advantages. It's about unlocking value through improved business agility, faster speed to market and using big data to inform fast decisions that lead, sales growth, improved margins and happier customers. Transformation is always disruptive on some level; it requires changes in people, skill sets, training, headcount, career management and more.

Many organisations are now looking to innovate like start-ups, hiring entrepreneurial employees to create something new often under conditions of extreme uncertainty. Building something that's not the same as what has been built before, it's something new that serves new customers that have never been served before. It takes a technology from one market and moves it to another. Companies are also turning to outside entities not just for new ideas but for new designs, manufacturing and marketing strategies.

Digital business transforming today is taking many paths. Some initiatives are driven through finance or operations, some by evolution partnerships and /or alliances and others are by a rising change in customer expectations. Transformation is about discovering real breakthroughs in current performance and also margin improvements. It's also about taking risks and working rapidly to new outcomes using agile principles of operating. Agile development replaces the old development processes with a more incremental approach, leveraging adaptive planning and taking advantage of new expertise plus input from cross-functional new and old teams.

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 INTERACTIVE INTELLIGENCE

# Census: 'heads will roll,' PM pledges

## Census: 'heads will roll,' PM pledges accountability

PM Malcolm Turnbull has unloaded on the Australian Bureau of Statistics (ABS) over its handling of the botched census, but says possible sackings will not come until after a full investigation, according to the ABC. "This has been a failure of the ABS," the PM said. Turnbull's special cyber security advisor says more attacks expected. The census was now back online on Thursday, almost two days after it was shut down following a denial of service cyber attack. Mr Turnbull fronted press gallery reporters in Canberra last week, expressing his unhappiness over events which he said had "inconvenienced millions of Australians" after the ABS shut down the census website on census night in response to what it called a series of denial of service cyber attacks. The census collection process was paralysed for days, leading the Labor Party to describe it as one of the biggest shambles in the history of the Australian government. "Which heads roll, where and when, will be determined once the review is complete," Mr Turnbull said. "I made it very, very clear that what we needed to do was be absolutely straight and frank with the Australian people. "This has been a failure of the ABS." The head of the Australian Bureau of Statistics, David Kalisch, delivered another mea culpa, in the form of a statement to reporters in Canberra last week. "I would again apologise for the inconvenience suffered by many Australians," he said. He said the website was only put back online after a written assurance from the Australian Signals Directorate that the system was safe and secure.

## AppDynamics Unveils AppDynamics Summer '16 with New Microservices iQ

AppDynamics, an application intelligence leader powering enterprise digital transformation, has announced its Summer '16 release, which includes the new Microservices iQ, the industry's first solution built for the enterprise to accelerate digital transformation powered by microservices. Microservices iQ, a new Performance Engine in the App iQ Platform, will help enable enterprises to deliver application performances that exceed the scale, sophistication and velocity expectations of today's customers. Uber and Amazon have established the new standard for customer experiences—global, mobile and at internet scale. Many enterprises envy their speed and scale and are attempting to emulate their disruptive innovation by investing aggressively in technology. As proven out by these industry leaders, one of the fastest paths to continuous and scalable innovation are microservices—one of the most promising trends in enterprise IT architectures. Companies are moving to microservices from monolithic applications for their agility and the fact that they can reduce application development lead times by nearly 75 per cent. In fact, approximately 70 per cent of organisations are using or investigating microservices, according to a recent report. "Every enterprise

## INSIDER EDITION

is in the midst of a digital transformation and looking for a faster and smarter way to manage their evolution," said David Wadhvani, president and CEO, AppDynamics. "The world's largest companies are eager to embrace microservices but are waiting for a scalable way of managing the potential impact on their IT infrastructures. With AppDynamics, they have the proven platform to accelerate their digital transformation and help future-proof their microservices investments."

## Leo Burnett wins IAB Creative Showcase for online tool to help youth

Leo Burnett Melbourne has taken the honors in Round 11.1 of IAB Australia's Creative Showcase for its "Reword" campaign which uses an online tool to help young people recognise online bullying. Second place went to Clemenger for "Whiskas Cat Hacks" and third was awarded to WiTH Collective for its work for Optus on the "Olympics for Small Business" campaign. Leo Burnett's Reword campaign uses a real-time spellchecker to identify online bullying. Using regex (regular expression) matching as the child types, the tool searches a database of bullying words to identify patterns. When a bullying pattern is recognised from hundreds of thousands of potential combinations, the child is alerted with a red strikethrough, interrupting their impulsive behavior. "This is a beautifully conceived idea, especially the co-authoring aspect meaning the children have genuine ownership over it," said Creative Showcase judge Lachlan Pottenger, creative Director of FIRST DIGITAL. In conjunction with the headspace National Youth Mental Health Foundation, Leo Burnett Melbourne piloted Reword in two schools prior to launching it as a free Google Chrome extension and through schools on the National Day of Action against Bullying and Violence. The tool is used by 60 schools across three states, and has over 20,000 active users. 15,000 new insults have been added since its inception.

## Telstra invests \$3bn into networks on \$5.78bn profit

Telstra's profit jumped 36.6 percent for the year to June 30, the telco has reported. Under pressure over recent outages, Telstra said it would invest up to \$3 billion in its networks over the next three years, while confirming a \$1.5 billion share buyback. But Telstra had little to say on reasons behind the increasing number of outages being experienced by Telstra online subscribers, including many left without access once again on Wednesday. Telstra's profit for the full-year totaled \$5.78 billion, including \$1.8 billion from its sale of Autohome shares, while revenue rose 1.5 percent to \$25.9 billion.

## Survey finds more than one in ten Australian workers bypassing secure VPN to access internet **RUST E-RESEARCH**

More than 70 percent of organisations have at least 25 per cent of their employees accessing enterprise business applications and documents from a mobile device. At the same time, one in four organisations in Australia have at least half their workforce accessing content from the internet instead of through a secure Virtual Private Network (VPN). This is despite the fact that 84 percent of organisations have previously deployed a VPN for remote access for the specific requirements for network and business application access.

That's according to a survey of chief security officers staged at last month's AusCERT conference by Zscaler, the industry's first Security as a Service platform. The Zscaler survey of 100 chief security officers found that access to a VPN was a cause for concern among more than one in three respondents (36 percent) as this also provided employees with unfettered access to the entire corporate network.

Scott Robertson, Vice President Asia Pacific and Japan, Zscaler, said, "The world of IT security has undergone tremendous transformation, sparked by the consumerisation of the enterprise, the adoption of cloud computing, the ubiquity of mobile devices and the evolution of threats, which are more serious today than they have ever been before.

"Indeed, mobile devices, and the advantages they offer, have changed the way business is conducted. However, smartphones and tablets have also have wrought a new class of security threats and attack vectors. The varied mobile platforms and devices, along with the exponential growth of mobile apps can quickly become a security and compliance nightmare for enterprises to manage".

The survey also revealed that:

- One-third of respondents had seen the number of mobile device users across their organisation increase by between 25-50 percent over the last 12 months.

- 60 percent of mobile device users are using their mobile device to access business applications more than 25 percent of the time.
- 54 percent of chief security officers have up to 25 percent of business applications in the cloud
- 20 percent of chief security officers have between 25 and 50 per cent of applications in the cloud.

In the next 12 months, more than one in four companies (28 percent) will have more than half of their applications in the cloud.

"This survey data suggests that in today's enterprise everywhere business, users can instantly download unvetted apps from the cloud, opening them up to a variety of brand new threat vectors. The issue puts IT in the awkward position of balancing personal privacy with corporate security across platforms that you not only don't own, but may not even be aware of. To make matters worse, these platforms change constantly opening vulnerabilities that you may be completely unaware of. Every time mobile devices connect to the Internet, they may be exfiltrating data, connecting to a botnet, or downloading malware from the cloud along with what they think they are getting.

"While no one seriously thinks we can turn back the clock on mobile device and mobile app usage, new and more effective security measures are required. Security industry offerings that tried to graft existing PC era security technology onto mobile devices as well as mobile device management (MDM) solutions have proven inadequate to properly secure mobile devices and the networks they are accessing. True mobile security requires the ability to understand and classify mobile applications through traffic patterns, identify threats in real time and enable quick corrective action. "Today's modern cloud security platforms enables businesses to embrace these innovations securely, while delivering a superior user experience", said Robertson.

## Worldwide information security spending will grow 7.9 percent to \$81.6 billion in 2016 **RUST E-RESEARCH**

### *IT Outsourcing, Security Testing and Data Loss Prevention Offer Biggest Growth Opportunities*

Worldwide spending on information security products and services will reach \$81.6 billion in 2016, an increase of 7.9 percent over 2015, according to the latest forecast from Gartner, Inc. Consulting and IT outsourcing are currently the largest categories of spending on information security. Until the end of 2020, the highest growth is expected to come from security testing, IT outsourcing and data loss prevention (DLP). Preventive security will continue to show strong growth, as many security practitioners continue to have a buying preference for preventive measures. However, solutions such as security information and event management (SIEM) and secure

web gateways(SWGs) are evolving to support detection-and-response approaches. Gartner expects the SWG market will maintain its growth of 5 to 10 percent through 2020 as organizations focus on detection and response.

"Organizations are increasingly focusing on detection and response, because taking a preventive approach has not been successful in blocking malicious attacks," said Elizabeth Kim, senior research analyst at Gartner. "We strongly advise businesses to balance their spending to include both."

Ms. Kim said that security spending will become increasingly service-driven as organizations continue to face staffing and talent shortages. Managed detection and response (MDR) is

emerging, with demand coming from organizations struggling to deploy, manage and use an effective combination of expertise and tools to detect threats, and then bring their environment back to a known good state. This is particularly true for targeted advanced threats and insider threats. With more MDR providers emerging targeting the midmarket, Gartner foresees these services being an additional driver for security spending for both large and smaller organizations.

According to Gartner, spending in security markets such as consumer security software, secure email gateways (SEGs) and endpoint protection platforms (EPPs) continues to show constrained growth due to commoditization.

Other assumptions in the information security market behind Gartner's latest forecast include:

**The average selling price for firewalls is expected to increase by at least 2 or 3 percent year over year until the end of 2018.**

This is driven by the market benefiting from higher demand for high-end equipment among cloud providers and other service providers, due to larger bandwidth needs and an increasing number of devices. While vendor competition continues to put pressure on pricing, enterprises, service providers and web-scale organizations are moving toward deploying bigger and more expensive firewalls. As a result, the deployment of large firewalls by cloud service providers will remain an important source of revenue growth for vendors.

**By 2018, 90 percent of organizations will implement at least one form of integrated DLP, up from 50 percent today.**

Organizations have been deploying DLP to address regulatory compliance, intellectual property (IP) protection and data

visibility and monitoring. Newer solutions that include user entity and behavior analytics, image analysis, machine learning, and data-matching techniques are being used to augment existing solutions.

**Public cloud adoption will impact firewall spending by less than 10 percent until the end of 2019 but will have an impact after that.**

While software as a service (SaaS) adoption is growing, the effect on firewall spending will be limited for the next three years. SaaS is the first choice for only 16 percent of CIOs surveyed by Gartner in 2015. Transitions also take time, during which vendors of cloud access security brokers (CASBs) will not only continue to evolve to cover more than just SaaS, but also perform similar roles for infrastructure as a service (IaaS) and platform as a service (PaaS). In addition, firewall vendors will also have to deal with one of their main challenges for the next few years: decrypting Secure Sockets Layer (SSL) at scale.

**Half of midsize and large organizations will add bigger, more advanced inspection-oriented features to their network firewalls by 2019.**

Bandwidth has been increasing, requiring larger-scale, higher-performing and more expensive firewalls. In addition, organizations are looking to firewalls to consolidate other features, such as web filtering and intrusion prevention capabilities. Some are enhancing their firewalls with new content inspection features, such as malware sandboxing. More detailed analysis is available to Gartner clients in the report "[Forecast Analysis: Information Security, Worldwide, 1Q16 Update.](#)"

## Now on to the business of making Australia competitive

### GUEST SPOT

This was an eventful week. The 2016 Census promised to be one of the most ambitious demonstrations of citizen engagement ever conducted online, however due to a "confluence of events" many Australians were not able to complete the census on the allocated night. While there will no doubt be an inquiry into exactly what went wrong, why and who is responsible, I want to make sure we also keep our eye on the bigger picture.



**Rob Fitzpatrick is the CEO of the Australian Information Industry Association**

The key takeaway from last week's Census outages is that it will be more important than ever for us to properly manage Australia's transformation towards a digitally-driven economy. Part of that means understanding what happened last week and supporting our government to take stock, learn, make improvements, plug gaps, and do it better next time. It also means making sure last week's events don't halt progress. This is important because digital technology is advancing rapidly and it's changing everything. We only have a small window in which

to set our economy on the right course before we get left behind.

Think about the world around us today. From smart phones that monitor your fitness, measure speed, height and distance, and remotely manage home thermostats and lights, to the way we manage our crops, cattle and mines, research cures for disease, manage city congestion, and deliver services to the most remote parts of our country, everything we do is being

transformed by digital technology. The future is exciting and this is an opportunity of enormous social and economic improvement.

To keep moving forward, we shouldn't fall into the trap of being too distracted; we need bi-partisan support to put the right investment and resources behind key initiatives that will lay the foundation for securing our economic future. With that in mind, the AIIA has identified four specific initiatives that the Turnbull

Government needs to continue to invest in during this term of Government.

First, accelerate the development and maturity of Australia's digital talent and skills base. You've all heard the statistics. Forty-five percent of the jobs that we know of today will disappear in the next 15 years, and 75 percent of the jobs replacing these will require STEM skills. [SOURCE: PwC, 'A Smart Move,' 2016].

But what do the jobs of the future look like and what does it mean for most working class Australians? It's not a stretch to predict that technology will be embedded into just about everything that we do. And that's why the AIIA calls on the Turnbull Government to ensure all workers engage in lifelong education; that we have a coordinated approach to STEM education in schools, focusing the 300 plus disparate initiatives that exist today; and that we encourage diversity in STEM, including women and mature aged workers.

Second, continue to drive business adoption and integration of digital technology. Going digital provides all businesses an opportunity to create new business models, reinvent core processes, improve efficiency, drive productivity and get closer to the customer.

Digitisation must reach not just large global companies but also SMEs so that innovation, competition and growth can benefit all of Australia.

The AIIA calls on the Turnbull Government to drive business adoption of technology in a way that includes SMEs. The AIIA has laid out recommendations targeting this problem, including encouraging SMEs to use proposed tax cuts as an opportunity to invest in development of their digital capability, and development of education and training initiatives.

Third, fast track access to world class internet connections. With increased broadband comes more innovation, more jobs, and greater economic growth. Yet, it is an undisputed fact that Australia is falling behind in broadband speeds, and the delay in improving our infrastructure is putting our economic prosperity at risk. The AIIA calls on the Turnbull Government to fast track access to world-class internet connections, including the NBN rollout and 5G wireless technologies.

And fourth, accelerate the digital transformation of Government. According to Deloitte, 40 percent of the estimated 811 million

transactions conducted at the federal and state levels each year are still completed using traditional channels. As the biggest spender of ICT services, the AIIA believes the Australian government should be the exemplar of digital transformation.

The intent of conducting last week's census online was the right one. The failures are unfortunate and no doubt there is work to be done to rebuild trust with the Australian public. But when citizen engagement is done well, significant savings can be made in time, convenience and efficiency for both the government and our citizens. Specific initiatives such as accelerating digital integration of Federal Government departments and delivery of more citizen services online, such as the National Disability Insurance Scheme (NDIS), should remain on the government's agenda, albeit with an absolute focus on ensuring these projects are completed successfully.

Today, technology already transcends every industry and is present in every sector of our economy. By getting these fundamental four areas right, we can create the infrastructure and environment necessary for innovation to flourish. That is necessary so Australia can be creators – not just users – of the technologies of the future. And that's when we can be truly globally competitive.

I acknowledge the path isn't easy, and there will be setbacks along the way. However, the AIIA offers its full support and expertise to the Australian government to address the challenges and opportunities associated with making our economy and services more digital. The AIIA has its own set of actions to help drive progress in these areas, too many and varied to address in this column. Additionally, we are actively engaged in bringing government and industry to the same table in order to provide feedback and share our expertise, just as we are doing with the DTO digital identity work, and did so with the cyber security growth centre, the R&D tax incentive, and on procurement in most state and territory governments. I also believe strongly in cooperation and partnership with other industry groups in order to create a unified voice within the ICT industry and am forging solid partnership with many of those groups.

I believe Australia's digital future is bright, but we must move quickly to set our course before it is too late. I look forward to bringing industry and government together to set Australia on a path for future success.

***Rob Fitzpatrick is the CEO of the AIIA.***

increase guest engagement, improve guest loyalty, extend their competitive differentiation, and grow revenue. By combining the power of Zingle's mobile messaging solution and Amadeus' hospitality Service Optimisation solutions, hotels can deliver a new level of personalisation by communicating with guests through an integrated two-way platform, which significantly reduces operational inefficiencies and wait time. Guests will also have a platform to text staff directly without the need to download an app, creating direct, instant and hassle free interaction. "Hotel guests are mobile. We are confident that Zingle's solution in integration to Amadeus' hospitality service optimisation solutions creates the most instant and seamless solution to hotels and guests alike" said Ford Blakely, Founder and CEO of Zingle.

## DEAL MAKERS

### Amadeus & Zingle form partnership

Amadeus, provider of advanced technology solutions for the global travel industry, has announced a new partnership with Zingle, a leading provider of mobile messaging software platforms, to integrate Zingle messaging technology with Amadeus' hospitality service optimisation solutions, and provide hotels with the mobile texting and messaging technology they need to better service and communicate with guests.

With over 4.77 billion mobile phone users estimated worldwide by 2017 and 350 billion text messages monthly, hotels are moving quickly to take advantage of messaging technology to



## BPS Technology to acquire Entertainment Publications ANZ

channel enablement and payments platform provider BPS Technology has announced the successful completion of its underwritten \$27.5 million institutional placement. Net proceeds of the capital raising will be used to fund the transformative acquisition of Entertainment Publications Australia and New Zealand (“Entertainment” or “Entertainment Publications”), a leading B2C deals platform with 12,000 SMEs, 18,000 NFPs and 550,000 members, and for additional growth/working capital. The consideration for the Entertainment Publications acquisition is \$22.5 million in cash and 2,659,574 in BPS shares. The combination of BPS and Entertainment brings together two proven, profitable and scalable businesses with significant growth potential. The vendor of Entertainment Publications, Mr Ben Johnson, who will remain as Chairman of Entertainment after completion, said, “Entertainment Publications and BPS share the same culture and values, making this a natural win for both companies. They share the same vision for providing marketing solutions to businesses, value to customers, and support to community organisations and the charitable sector. It is a win-win for everyone.”

## Local Measure integrates leading customer intelligence platform into Cisco Spark

Local Measure, the leading location-based social platform, today announced it has integrated with Cisco’s cloud collaboration platform Cisco Spark. The integration will allow Local Measure’s customers to quickly and effectively respond to end customer feedback and to help front-line operational teams collaborate, delivering exceptional service to their end customers. Local Measure counts many of the world’s leading hotels, malls, hospitality and tourism brands as its clients.

These companies rely on the Local Measure platform for analytics and real time alerts on service issues, notifications of repeat and influential customers who are on premise and the acquisition and republishing of content. These notifications and alerts can now be seamlessly pushed into a Cisco Spark room allowing front-line teams to click through to respond to customers, escalate and manage the situation in real-time and on the go from anywhere on any device.

## iFerret Providing dramatic transformation for local councils

The iFerret search and discovery solution developed by iPLATINUM is now installed at 37 councils across Australia and New Zealand and is becoming widely recognised as the defacto standard search facility for Local Government. Whilst there are many features that elevate iFerret above other search technologies (as proven in recent evaluations), the main differentiator for iFerret in Local Government is the installation approach developed by iPLATINUM. iFerret is installed as an appliance “turnkey” solution which means there is minimal effort required on behalf of council staff and the solution can be made operational in months, unlike many tool boxes that often take years to install without ultimately achieving the desired outcomes. The value proposition developed by many councils is a pretty simple one, iFerret enables any staff member to find any piece of information (security permitting) quickly and efficiently without having to understand the complexity of their corporate systems, office products or network structures. Some councils have reported time savings of 2.5 hours per employee per week. When you multiply these numbers across a councils’ workforce the time and cost savings become very compelling.

## Brennan IT selects Commvault and Huawei for Backup-as-a-Service

Commvault, a leader in data protection and information management, has announced that leading Australian managed

services provider, Brennan IT, is using Commvault Software and Huawei OceansStor to deliver a scalable and flexible Backup-as-a-Service solution. Following a period of strong growth in its customer base, and as a result, a significant increase in the amount of data under management, Brennan IT engaged Commvault and Huawei to streamline their data protection processes and data management, and provide greater transparency for their executives into their infrastructure and data. With more than 300 staff spread over four offices across Australia, Brennan IT sought a solution that would enable the company to maintain exceptional levels of service to customers, while allowing them to be scalable and flexible to the growth needs of the business. "Our customers require immediate responses to their concerns, and to deliver on this, we needed a partner that was committed to enabling a high-performance and reliable environment," said Ken Jeffrey, Cloud Services Manager at Brennan IT.

## LAUNCHPAD

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### MuleSoft teams with pivotal to deliver application networks

MuleSoft, provider of the leading platform for building application networks has announced it is collaborating with Pivotal to deliver application networks on the Pivotal Cloud Foundry platform. Customers who want to create a network of applications, data and devices using MuleSoft can now deploy to Pivotal Cloud Foundry, and manage their application network with Anypoint Platform. MuleSoft enables customers to build cloud-native application networks through API-led connectivity, making it faster and easier for companies to achieve business outcomes. Application networks enable reuse, standardisation, composability and agility, principles that are at the core of building modern applications. Yet, as companies accelerate their move to the cloud, connectivity becomes infinitely more complicated. The Anypoint platform, together with Pivotal Cloud Foundry, will enable customers to meet those integration challenges head on and maximise their public and private cloud investments, without sacrificing security or control. <http://mulesoft.com>

### LogRhythm announces "freemium" version of commercial-grade network monitoring solution

LogRhythm, The Security Intelligence Company, has announced immediate availability of Network Monitor Freemium a free version of its Network Monitor product. Network Monitor Freemium – also

known as NetMon™ Freemium – is a commercial-grade network monitoring, forensics and analytics solution ideal for advanced threat detection and incident response. It enables the detection of threats traversing the network by identifying more than 2,700 applications and performing out-of-the-box, customisable analytics on network and deep packet application data in real time. NetMon Freemium is specifically designed to make it easy to deploy a commercial-grade, network monitoring, forensics and traffic analytics solution that delivers unstructured search, real-time Deep Packet Analytics™, full packet capture, Layer 7 application recognition, and more. The primary differences between LogRhythm's NetMon product and NetMon Freemium version is the network bandwidth that can be supported (10Gb versus 1Gb) and the type of data that can be exported from the products (Freemium is limited to exporting alerts). <https://logrhythm.com/network-monitor-freemium/>

### JAMF Software announces new cloud services

JAMF Software, the leader in Apple device management, has announced a new release of Casper Suite which includes cloud-based content distribution and patch management services. This release also improves enterprise integration, combining the benefits of cloud-based management with a seamless user experience. By subscribing to JAMF's cloud patch service, IT will automatically receive notifications when a third-party patch is available. This eliminates the time consuming, manual processes associated with patching software for the most widely used applications (i.e. Microsoft Office 2016, Adobe Creative Cloud, and Google Chrome and more), so IT no longer has to spend time searching for patches and can focus on more strategic priorities. Armed with this information, IT can take action by making a patch available to users

through JAMF's Self Service application, or by pushing a patch to install automatically. Both methods help ensure all third-party applications are current and organisations are secure from software vulnerabilities. <http://www.jamfsoftware.com>

## CyberArk secures enterprise cloud orchestration and automation

CyberArk, the company that protects organisations from cyber attacks that have made their way inside the network perimeter, has announced new capabilities for reducing cyber security risk in the cloud. The CyberArk Privileged Account Security Solution allows organisations to secure, manage, control access, rotate credentials, monitor and audit all privileged accounts in the cloud. Working with automation and orchestration tools such as Chef, Puppet, Windows PowerShell, Jenkins and others, CyberArk helps build privileged account security into cloud environments with automatic provisioning and integration during cloud migration and on-going management. Enhanced REST APIs available in CyberArk Privileged Account Security Solution v9.7 enable broader cloud automation capabilities and greater security for DevOps environments. At the same time, CyberArk also integrates privileged account security into DevOps processes, facilitating cloud migrations and enabling organisations to get the full benefit of the agility and elasticity of the cloud. [www.cyberark.com](http://www.cyberark.com)

## Check Point introduces first real-time zero-day protection for web browsers

Addressing the exponential growth in web-based malware, phishing and social engineering attacks, Check Point Software Technologies has announced SandBlast Agent for Browsers with Zero Phishing technology. In the ongoing struggle to protect their endpoints, enterprises want maximum protection, while minimising the footprint of running, managing and deploying multiple endpoint products on every system. As the newest member of its industry-leading SandBlast family of solutions, SandBlast Agent for Browsers is designed to protect users from evolving threats by seamlessly incorporating key components of the security model into the browser. It provides real-time protection, all while reducing the resources required to prevent today's most advanced attacks. Key features include: Proactive, real-time protection from advanced malware delivers safe reconstructed content within seconds; Dynamic analysis blocks unknown and zero-day phishing attacks targeting user credentials; Simple, easy-to-deploy browser plugin for Internet Explorer and Chrome that installs in minutes and operates with minimal overhead; Highest malware catch rate in the industry, utilising advanced sandbox technology and patented CPU-level detection [www.checkpoint.com/products/endpoint-sandblast-agent](http://www.checkpoint.com/products/endpoint-sandblast-agent)

## Océ Arizona 2200 Series available now from Canon

Canon has announced the new Océ Arizona 2200 Series of UV flatbed printer is now available for order in Australia following its release last week at drupa in Dusseldorf. Thomas Mckerrow, Canon Product Manager for Display Graphics, says the new high-speed,

high quality Océ Arizona 2260 and 2280 models provide an enhanced solution for Australian print service providers who not only want to produce quality sign and display work, but also compete successfully in exacting areas like ultra-high quality print and functional print applications. "The popular Arizona 600 series has demonstrated to the market what these versatile printers can achieve – and now, the 2200 series provides an unsurpassed solution for print service providers who want to lift capacity, versatility and speed without compromising on quality," said Mckerrow.

## WatchGuard increases visibility with new network discovery and mobile security capabilities

WatchGuard Technologies, a leader in multi-function integrated security appliances, has released WatchGuard Dimension 2.1, the latest version of its award-winning data visualisation and reporting suite, and Fireware 11.11, its security-hardened operating system. These releases provide increased visibility across the entire network for distributed enterprises and small and midsize businesses. IT professionals can now scan networks for unauthorised devices with WatchGuard's Network Discovery, gain real-time visibility into infected clients with Botnet Detection, identify and audit mobile devices connected to the network with Mobile Security, and take advantage of new reporting and management capabilities in Dimension. <http://www.watchguard.com>

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## AUSSIES TO WATCH

**BUZINGA APP DEVELOPMENT**'s mission is to help innovators build technology that solves real problems. Buzinga provides the innovative technology and creative thinking that helps entrepreneurs and organisations around the world grow their businesses. With dedicated and highly experienced practices in system technology, UX Design, Project Management, UI Design, Computer Engineering and Marketing, The company provides a creative and flexible process that has become a platform for incubating and launching innovative ideas. As well as being the app development partners for smart entrepreneurs, fast growth start-ups and cutting edge customers. Clients include Bupa, The George Institute, BlueScope, and SteelDrive to name a few. [www.buzinga.com.au](http://www.buzinga.com.au)

**iPLATINUM** is an IT services and products provider to local government in Australia and New Zealand, formed in 2001 to address the specific needs of this tier of government. iPLATINUM provides specialist consulting, data management, project management, selection/sourcing, strategic planning and review/remediation services along with search and discovery, archiving and cleansing products. Since inception iPLATINUM has worked with over 100 councils across Australia and New Zealand. The iFerret search and discovery solution developed by iPLATINUM is now installed at 37 Councils across ANZ and is becoming widely recognised as the defacto standard search facility for Local Government. The iFerret solution provides councils with the capability to quickly and easily access and retrieve information across disparate systems in different locations. [www.iplatinum.com.au](http://www.iplatinum.com.au)

**CLOUDRECOVER** is an Australian Internet company providing data management and business resilience. With over 9 petabyte of restorable data in Australian data centres, CloudRecover has one of the region's largest private clouds and service offerings to large businesses throughout the Asia Pacific region. The company's speciality is making all business critical information available continuously. CloudRecover offer fully managed solutions that cover business continuity, data preservation and records management to fully hosted and managed infrastructures. The company is 100% channel focused partnering with Service Providers to deliver

Innovative Data Solutions powered by Market Leading Software vendors. [www.cloudrecover.com.au](http://www.cloudrecover.com.au)

**CENTRAL INNOVATION** sources, builds and advises on world-class design process solutions to the manufacturing and construction industries. The company helps customers develop their design processes and systems by deploying the world's most capable design and 3D modelling software. The company enhances this with specialist consulting, ongoing training and access to industry focused recruitment on top of supplying the world's fastest design oriented hardware. The company recently acquired distribution companies, the NZ Cadimage Group and Cadimage UK. With the acquisitions Central Innovation will become a leading provider of design and workflow solutions to both the manufacturing and the architecture, engineering and construction markets. [www.centralinnovation.com.au](http://www.centralinnovation.com.au)

**OPEN ORBIT**'s Six Sigma SaaS platform reengineers the way process improvement (PI) is delivered taking the enterprise to PI 2.0. It dramatically increases effectiveness as well as efficiency of the investments in process improvement. Open Orbit turns up the knob on all the dimensions of a transformation project by applying Lean Six Sigma to project definition, modelling, measurement, root cause analysis, solution hypothesis and benefits tracking. It provides an active workbench that reduces the effort and time required to get results, alive and context-sensitive knowledge base of insights and best practices. [www.openorbit.net](http://www.openorbit.net)

**ACADEMY Xi** is an education campus that provides short courses and workshops for individuals looking to up skill and custom learning for teams. The company teaches in demand skills to transform careers. Xi also integrates emerging markets and future technologies into their dynamically changing curriculum. Academy Xi is forward thinking, integrating future trends and emerging technology into current and in demand skills. The company believes that empowering people with practical, actionable skills will lead to improving life for others and ultimately change the world. [www.academyxi.com](http://www.academyxi.com)

## REVOLVING DOORS

### Hitachi Data Systems appoints Russell Skingsley CTO

Hitachi Data Systems has announced the appointment of Russell Skingsley as its chief technology officer, solutions and products group leader and head of presales for Asia Pacific. Based in Singapore, he will be responsible for the technical direction of HDS APAC and for leading a team of solution-focused business consultants and technical experts to help customers realize business transformation. Working with country presales leadership teams, Skingsley will also lead the collaboration and enablement of HDS teams to enhance expertise across a range of domains in the region. He will continue to build alignment across the HDS specialist community and drive its digital transformation strategy in APAC. Skingsley has over 25 years of work experience in the IT industry and has helped a wide range of customer groups

including government departments, financial institutions, major universities and telecommunications providers around the globe. Prior to joining HDS, he was vice president of systems engineering for APAC at Juniper Networks where he was responsible for driving, developing and promoting technologies and architectures across the telecommunications and enterprise markets. Skingsley has also led teams in APAC that were responsible for providing innovative solutions in cloud computing and data centre business, and was previously chief technology officer of a major telecommunications provider in Vietnam.

### Citrix Appoints Stanimira Koleva as Group VP for AJP

Citrix announced that Stanimira Koleva has been appointed group vice president (GVP) of sales and services for the Asia Pacific and

Japan (APJ) region, reporting to Carlos Sartorius, executive vice president Worldwide Sales & Services. As the new GVP of sales and services for APJ, Koleva will be responsible for leading and evolving the Citrix sales and services strategy to continue to drive the company's vision of securely and reliably delivering applications and data and supporting our customer's success in the region. Koleva brings 25 years of industry experience managing sales and business development for large multinational companies across the globe and within the Asia Pacific & Japan region. Most recently, Koleva was the senior vice president and chief operations officer, for APJ at Software AG, a leading large enterprise software company where she was responsible for the business in the Asia Pacific and Japan region. Prior to that, she was general manager of Microsoft's Small and Midmarket Solutions & Partners division in the Asia Pacific, driving business growth across multiple solutions and business transition to fast adoption of the cloud and vast partner ecosystem transformation. Koleva has also served as vice president of the Partner Business Group for Cisco Systems for the Asia Pacific, Japan and Greater China, where she oversaw the company's partner strategy and led the commercial customer segment.

## Check Point appoints Director of Channel Sales - Australia

Checkpoint has announced the appointment of Craig McGregor as Channel Sales Director Australia. Based in Sydney, McGregor has more than 20 years' experience in the IT industry working for leading multi-national vendors in sales and channel leadership roles. He originally joined Check Point Software last year as National Channel Sales Manager. In his new role as Channel Sales Director for Australia, McGregor will be responsible for further enabling Check Point partners to increase revenue and deliver leading protection against cyber threats. McGregor originally joined Check Point Software from Symantec where he was National Partner Manager for more than three years. During this time, he was successful in managing Symantec's largest partners in Australia and New Zealand, incorporating business and marketing planning, executive relationship management, sales pipeline development and partner enablement. He previously worked for more than five years as a Channel Sales Manager for Australia and New Zealand at Adobe Systems where he was responsible for all aspects of Adobe's channel and direct channel sales team management. McGregor was previously OEM Manager Australia at Microsoft where he managed the team responsible for the OEM business in Australia for three years. He also previously worked at both Sun Microsystems as Systems Integrator and ISV Manager and at Oracle as Senior Services Account Manager.

## Duncan Journee joins Clade to accelerate growth

Clade Solutions, a leading Microsoft consultancy, has signaled its intent for further market growth by securing seasoned business executive Duncan Journee – the former CEO of Cevo Australia. Duncan Journee will join the Clade team in the role of Sales Director, after having been instrumental to Cevo's success in the four years he led its Australian operations. We are very excited to have Duncan on board to head up our sales and marketing efforts, says Tijn Tacke, founder and CTO of Clade. Duncan brings first class experience in scaling progressive consulting firms in the technology sector. "As a leading Microsoft partner and trusted advisor in delivering superior customer experiences, we are in an excellent position to meet the growing demand for Microsoft's cloud based CRM and Collaboration solutions" says Journee. "The leadership team is progressive, with a keen eye for business opportunities. This makes them an exciting team to work with and I look forward to building on the already impressive success." Journee brings more than 20 years' experience in senior sales, marketing and delivery positions at Cevo, Fujitsu, Supply Chain

Consulting and SAP in Australia and Europe. He holds a Mechanical Engineering Degree as well as a Masters Degree in Business Administration from the University of Groningen in the Netherlands.

## Azoya appoints Sylvia Wei as Deputy Managing Director for Australia

Azoya, a leading turnkey e-commerce solutions and services provider dedicated to the Chinese market, has announced the appointment of Sylvia Wei as deputy managing director for Australia. Based in Melbourne, Ms Wei is responsible for delivering the value proposition of Azoya's cross-border e-commerce solutions to retail customers and prospects in Australia, as well as establishing the company's local partner network. Azoya's one-stop solutions and services offer a cost-effective and risk-free approach to help Australian retailers break into the Chinese market. With Azoya doing the ground work in China, Australian retailers can avoid all the nuisances arising from traditional international expansion, such as setting up a local business entity, confusion over government policies and market adaptation. Ms Wei has been with Azoya since it first launched in Australia in 2013. Most recently, she held the role of marketing director and before that was regional operations manager.

## ServiceNow appoints Aps Chikhalikar to the role of APJ Chief Strategy Officer

ServiceNow, the enterprise cloud company, today announced the appointment of Apurva (Aps) Chikhalikar to the newly created position of Chief Strategy Officer for Asia Pacific & Japan. In this role, Chikhalikar will be primarily responsible for business strategy and solving customer challenges. His remit will also include driving industry collaboration, technology partnerships, and partnering with institutional leaders, special committees, and consultants to support the execution of key initiatives around the region. "Having rolled out a successful ServiceNow implementation at Optus, and having experienced first-hand the great efficiencies and transformational benefits we were able to achieve, the opportunity to join ServiceNow in a new strategic role was too good to turn down," Aps Chikhalikar said. Chikhalikar spent eight years at Optus Singtel and was responsible for the end-to-end management of Optus Business IT with a primary focus on maximising value for Optus Business and its customers. In his new role at ServiceNow, Chikhalikar is also responsible for communicating and implementing the company's IT strategy internally and externally for employees, partners, suppliers, and contractors.

## Ex CareerOne boss Karen Lawson takes the reins at Slingshot

Karen will be responsible for Slingshot's next growth phase and Trent and I are delighted to have secured such a proven leader with the right mix of experience and qualities to continue to develop the organisation. With a number of accolades, including BRW's Most Innovative Company 2014, Karen is the former CEO of online job marketplace CareerOne, and has over a decade of experience working in executive roles within Australia's technology sector. She played a key role in the reinvention of CareerOne from a job board into a broader technology business, partnering with Startups to deliver shareholder value. Prior to CareerOne, Karen worked as Yahoo!7's General Manager of Business Development and Partnerships, spearheading several of the company's experimental new media and technology endeavours.