

# e-business systems ltd

## Announcement

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NSX code: EBS

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## Corpnet in global first with EMC

BRISBANE, QUEENSLAND, AUSTRALIA

EBS subsidiary Corpnet, a leading provider of business and technology services, is pleased to announce that it is the first EMC Partner globally to provide EMC Ionix Service Manager via the SaaS (Software as a Service) model of delivery.

This indicates that Australian businesses are leading the way internationally when it comes to embracing cloud-oriented services.

Corpnet will provide customers with an enterprise-class ITIL-based service desk solution. This delivers a simple and cost-effective management method of minimising the costs associated with managing the organisational IT environment. The EMC solution is production-ready and pre-configured to meet ITIL/ISO 20000 certification requirements.

Kent Georgeson, Managed Services Practice Manager at Corpnet, said, *Corpnet is delighted to continue demonstrating our commitment to service delivery and our desire to lead the market through the introduction of the Ionix Service Manager offering in our portfolio.*

*'This SaaS offering allows Corpnet to maintain the enterprise service desk tool, while customers focus on their core business activities, root-cause analysis and problem resolution. Corpnet is able to deliver best practice ITIL-based services to customers using its own knowledge base and experience in using these tools.'* he continued.

Management tools, like EMC Ionix Service Manager, are expected to become increasingly important to business as the desire for virtualised solutions within the enterprise grows. Corpnet will use the solution to spearhead its offering to customers bringing them the full complement of skills and expertise to complete their data infrastructures.

### About EMC Ionix Service Manager

With a pure Web-based client and Microsoft SQL backend, Ionix Service Manager is a robust and extremely versatile product. It offers incident management capability, request management with workflow engine, customisable customer portal, configuration management database (CMDB), knowledge management engine and even employee timesheets.

Corpnet uses the ITIL Service Delivery Framework for all Corpnet Managed Service clients. Ionix Service Manager is the tool that enables Corpnet's service desk to manage and automate Corpnet's ISO 20000 certified ITIL service management processes.



A complete ITIL-based service desk tool, Corpnet uses Ionix Service Manager internally for its production 24x7 service desk, assuring customers that it has been road-tested for robustness as well as functionality.

### **About Corpnet**

For more than a decade Corpnet has provided business and technology solutions to enterprise, mid-market and emerging business clients throughout Australia. Corpnet recognises that technology should serve business objectives and takes a partnership approach in the development of IT solutions from strategic planning to implementation and support.

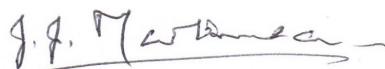
Corpnet's holistic approach to solving business challenges addresses business process, information systems, applications, and technology infrastructure. As one of only a handful of ISO/IEC 20000 accredited providers in Australia, Corpnet is recognised as a leader in the provision of high quality managed IT services.

Corpnet is a wholly owned subsidiary of EBS which is listed on the NSX.

For more information about Corpnet, its services, and its technology partnerships visit [www.corpnet.com.au](http://www.corpnet.com.au).

### **About EMC**

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at [www.EMC.com](http://www.EMC.com).

A handwritten signature in black ink, appearing to read 'J. J. Martineau', with a horizontal line underneath.

Jeremy Martineau  
Company secretary  
e-Business Systems Ltd