

AC3 MANAGES NSW GOVERNMENT INSURANCE SYSTEMS

From July 1 **ac3** began providing managed co-location services for Treasury Managed Fund (TMF), the NSW government's self insurance scheme.



ac3 is hosting and managing the NSW Government Insurance system, Treasury Managed Fund.

Owned and underwritten by the NSW government, TMF provides insurance cover and related services for participating state government agencies.

In May this year the government appointed three listed insurance companies to manage the scheme—GIO General Limited, Employers Mutual Limited and Allianz Australia Insurance Limited. The scheme had been exclusively managed by the GIO since its inception in 1989.

"The government was motivated to move to a multi-provider model for risk management reasons and to drive reforms and improvements among both agencies and providers," said TMF Director, Mr Steve Hunt.

"The new multi-provider model requires the TMF to coordinate and manage a more complex flow of information, and as a result a new data warehouse has been constructed," he said.

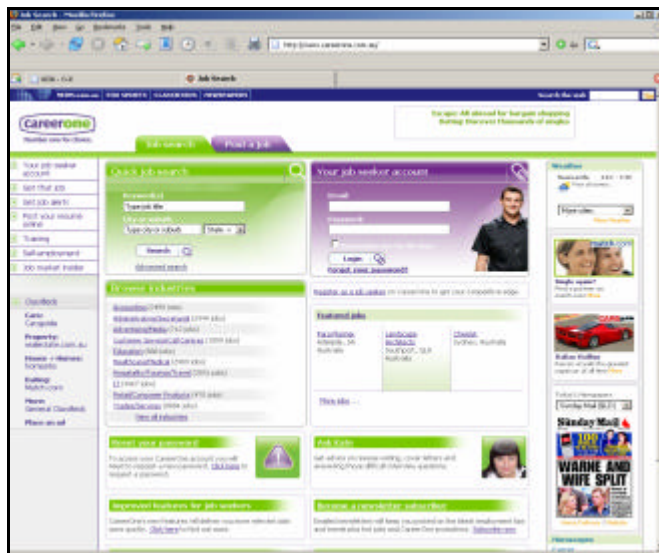
The data warehouse is being housed by **ac3**, including a duplicate system for redundancy. **ac3** is looking after data maintenance, communications and security.

AC3 SUPPORTS CAREERONE

ac3 has teamed up with News Interactive to host infrastructure for the new CareerOne website.

CareerOne uses a massive back end "job engine" provided by CareerCast in the US. This service provides state-of-the-art job-board technology to a large number of classified advertising providers around the world. **ac3** hosts the Australian entry point to CareerCast for News Interactive.

"We carried out a revamp of CareerOne over the past few months," according to Clare Drysdale, News Interactive's Project Manager. "The company that re-developed the site for us, Net Return, recommended **ac3** as a hosting partner. **ac3** were flexible enough to accommodate our needs, and have the technical credibility to support our site around the clock."



ac3 is hosting the Australian operations of CareerOne.

"We're delighted to have News Interactive as a client", said Philip McCrea, ceo of **ac3**. "CareerOne is one of the most popular classified sites in the country. The new site has been live since May 20, and receives heavy traffic from the NEWS.com.au network and job seekers around Australia."

AC3 LAUNCHES QUANTUM SERVICE DESK AS A HOSTED SERVICE

ac3 has launched a hosted Support Desk service, based on SST's *Quantum* product.

The *Quantum* Service Desk is ITIL-based, providing a best practice service desk environment. It is:

- **web-based:** it can be accessed from anywhere;
- **hosted at ac3:** clients do not need to buy or maintain hardware;
- **secure:** only clients can access their information;
- **available 24x7:** caters for night-owls..., and
- **ITIL-based.**



Quantum from ac3 ensures the consistent delivery of quality customer service.

"We wanted an ITIL-based Support Desk facility for our own internal operations," said **ac3**'s Service Delivery Manager, Vincent Cleary. "After evaluating several products, we selected *Quantum*, as it was the best fit for what we were looking for. It was also our preference to support a local Australian company.

"After some of **ac3**'s clients saw *Quantum* at work, they wanted to use it to service their own clients. This turned out to be quite straightforward, since it is web-based. Several of our clients are now using the hosted *Quantum* service."

Support Solutions Technologies have been providing best-of-breed enterprise-wide support desk infrastructure for 15 years. The current version of *Quantum* is based on the ITIL framework. Being web-enabled, it can be used by anyone in a distributed organisation—all that is required is browser access.

"This is a major shift in our business," said Peter Jackson the CEO of Support Solutions Technologies. "Until now SST has sold *Quantum* to clients for an up-front licence fee, and clients have then integrated *Quantum* into their own IT infrastructure and services. This new hosted solution is web-based, and so the up-front costs to a client are minimised."

THE ANSWER TO LIFE, THE UNIVERSE AND EVERYTHING...

One of the fundamental laws of physics mightn't be as steadfast as once thought. It seems that electromagnetism, the underlying force behind atoms, light and sound waves, isn't what it use to be.

That's the conclusion Michael Murphy reached a few years ago in his inscrutably titled doctoral thesis, "Probing variations in the fundamental constants with quasar absorption lines".

Now a research associate at Cambridge University's Institute of Astronomy, Dr Murphy used **ac3**'s computers to perform data simulations on astronomical gas clouds located 10 billion light years from Earth.

"I used **ac3**'s computers because analysis on a desktop computer would have taken about two and a half years," he said during a recent visit to Imperial College, London.

"In astronomy we often need to do a lot of simulations of our data—often many thousands of times—to understand how things in the universe change.

"My PhD dataset wasn't large, but because I wanted to run a lot of internal consistency checks and test possible systematic errors I needed a lot of computing power.

"In the end I used more than 22,000 hours of CPU time, which wouldn't have been feasible on a desktop computer," said Murphy, whose dissertation was judged the best NSW thesis in 2003 by the Australian Institute of Physics.



Michael Murphy used 22,000 hours of CPU time on **ac3**'s computers, and his PhD was judged the best NSW thesis in 2003 by the Australian Institute of Physics.

ABOUT AC3

ac3 provides professional management services for computing and networking equipment to best practice standards. All equipment is housed in secure, fail-safe data centres at the Australian Technology Park and at Global Switch. **ac3** is a private company owned by the NSW Government and the universities of NSW.