



melbourne → sydney

Company Profile



Overview

In today's economic world, everyone is focused on delivering better service and value to their customers while staying responsive, committed and continuing to reduce their operational costs.

Expert's core business is to support our clients to achieve this premise by delivering timely, innovative, high quality IT solutions at the lowest possible total cost. We have engineered our business to be responsive, cost effective and to leverage important advances in technology and globalisation.

Expert offers outstanding and compelling benefits to our clients. We:

- remove the burden of building and managing in-house integration and development teams
- ensure broad reach of technologies and best practices
- add value by reusing tried and proven intellectual property
- offer unbeatable value-for-money services with up to 30% reduction in total cost
- provide outstanding people and have the capacity to undertake projects of virtually any size
- enhance resource elasticity and bring technological depth to your internal technology departments.

By partnering with Expert, you will be working with a best-of-breed provider of enterprise business solutions with an excellent track record in delivering solutions on the Microsoft .NET and J2EE technology platforms.

A personal message from the CEO



Thank you for your interest in Expert Information Services. Whether you wish to engage Expert on your next project or are simply interested in our company and its capabilities, this profile will give you an excellent insight into our organisation and will demonstrate Expert's commitment and professionalism to our clients.

We are extremely proud of our excellent reputation for delivering timely solutions for our clients. When our clients work with Expert they truly appreciate the value and the commitment they get from us and the substantial lead that we have over our competitors.

Over the past two years, we have substantially changed our business model to become globally competitive and offer outstanding value to our clients, while maintaining high levels of quality, responsiveness, flexibility and commitment.

Expert is committed to nurturing and leveraging local talent and investing in our future in Australia. Since our beginning in 1994, Expert has developed into a company that offers clients timely, world class solutions, exceptional service and excellent value for money.

We would like to assist you in the future. I look forward to establishing a successful and long-lasting relationship with you.

Gary Ebeyan

CEO Expert Information Services

About Expert

Expert Information Services is Australia's leading IT service provider specialising in the design, integration, configuration and build of business solutions utilising Microsoft .NET and J2EE technologies.

We specialise in solving complex business problems by implementing systems that are web enabled, multi-tiered and integrate with a number of host systems. We use leading technologies from Microsoft, IBM, Oracle and other leading vendors to ensure that we incorporate the most proven and relevant advances in technology in every solution that we deliver.

Our mission is to 'use our combined IT power and talents to assist our clients to achieve the utmost business value and competitive advantage'. When you engage Expert, you access the knowledge and experience of our whole company, not just an isolated project team or individual.

We differentiate ourselves from our competitors by our high value-add services such as IT architecture and consulting, project management and business solution definition. With our sheer technical excellence and track record of successfully delivering projects on time and on budget, Expert has proven itself to be the best choice for any software development project in Australia.



Over the past decade we have recruited outstanding people in Australia and overseas, including graduates from the most prestigious universities in Australia. Expert's human resources team has then gone to work to develop these people so that their talents are maximized both as individuals and as part of the Expert teams. We can offer you, our clients, the best technical, consulting and project management capabilities in Australia.

Expert is proud to have developed a highly disciplined and experienced team of project managers who can and do deliver projects on time and within budget. All of our project managers are members of the Project Management Institute (PMI) and most are certified as Project Management Professionals by PMI.

Expert strives to take complete responsibility and accountability for our work, whether that means co-ordinating a number of other service providers, or developing systems that interface to a multitude of host systems.

Why Expert?

We are a highly developed and mature business with processes and methodologies designed to seamlessly and efficiently support the successful, cost effective and timely delivery of IT projects.

- Expert has a proven track record in the largest enterprises in Australia, delivering solutions from \$100K to \$10M;
- Expert has an outstanding track record in servicing international clientele including BP Oil, Ericsson, NEC and Sharp Corporation;
- Expert is ISO9001:2000 certified and is in the process of obtaining CMM Level 5 certification;
- Expert has established a number of low cost resource centres in Eastern Europe with over 200 available employees and further capacity to meet the needs of larger scale projects. Expert's offshore resource centres are highly automated, but must meet the same quality standards as our Australian operations, providing the best mix of high value-add and low cost software development services;
- Expert has differentiated itself in Australia by recruiting and retaining the most outstanding technical people. With over 400 employees in Australia, our human resources demographics are the envy of our competitors:
 - 13% qualified at PhD level;
 - 47% with double degrees or further tertiary qualifications; and
 - 98% of Expert employees have tertiary education with outstanding results as a minimum entry point to the company.
- Expert has one of the highest percentages of technically and professionally accredited staff of any company in Australia, including over 70 internationally certified software architects and 30 internationally certified project managers;
- Expert's dual technology strategy is focused on Microsoft .NET and J2EE; and
- Expert can provide innovative financial options to ease the financial burden of the project and share the risk and the reward of your investment.

Track Record

Expert's proven ability to deliver successful outcomes for our clients has established our excellent reputation in the market, and developed long-lasting relationships with our clients. We intend to be the first choice service provider for medium-to-large enterprises and independent software vendors around the world.

Our projects range in size from \$100K to \$10M, involving from two to 150 people and taking from one to 24 months to complete. Our excellent service delivery and outstanding business value results in more than 90% of our business being in repeat business and referrals.

Chaired by Expert's Chief Technology Officer, Dr. Armen Kocharyan, the Expert Technology Council (ETC) verifies and validates all software design blueprints before any detailed design or coding begins. This minimises and, where possible, eliminates risks of design flaws.

Similarly, the Expert Project Office (EPO), chaired by Expert's General Manager - Service Delivery, Mr. Glenn Charlesworth, verifies and validates all project plans and progress throughout the lifecycle of the project. This ensures that all budgetary and delivery risks are minimised throughout the delivery of the project.

Our focus on business performance was recognised by being awarded 'The Age/D&B Victorian Business Award' for excellence in business achievement and financial management for two consecutive years in 2001 and 2002.

Expert's clients include some of the largest Australian and International companies, including Telstra, ANZ Bank, National Australia Bank, Australia Post, AMP, BP Oil, TXU and many others.



Quality Systems

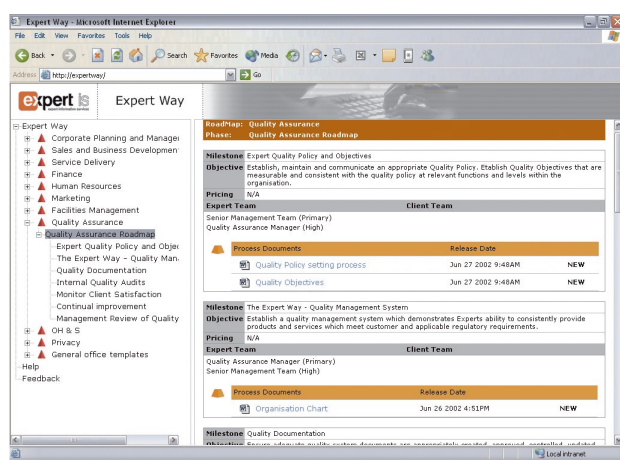
Our passion for excellence is applied through the "ExpertWay" - Expert's web based quality management system. ExpertWay covers a full range of Expert's professional services and supporting internal functions, ensuring quality and consistency each and every time.

Another major focus of ExpertWay is to enable our speed-to-market capability. We understand that, in a rapidly changing business environment, it is vital to deliver business solutions fast. That way, our clients are able to respond to any competitive threats or lead the market through innovation.

ExpertWay is certified to the internationally recognised quality standard, AS/NZS ISO 9001:2000. ExpertWay demonstrates how we carry out our work in a clear and concise manner. It is a framework that assists in achieving quality and consistency, whilst encouraging individual creativity and teamwork. ExpertWay also aligns with the Software Engineering Institute's Capability Maturity Model (CMM) for Software Development. Expert is in the process of obtaining CMM Level 5 certification.

The scope of Expert's ISO 9001:2000 certification covers the provision of information technology services including:

- Application Design and Development;
- Enterprise Application Integration;
- Business Intelligence / Data Warehousing;
- Enterprise Content Management;
- Support Services; and
- Database Services.



Best Value in the World

Australia is renowned for producing some of the best talent and high value-add professionals anywhere in the world. This is a product of a well established, mature, broad and accessible educational system that has been in existence for over 150 years, diverse and innovative business base, vast investment in R&D and excellent work ethic. Australians are also known for being down-to-earth, no-nonsense, with an earnest and can-do attitude. This has all made Australia a fertile ground for the continuous supply of high value-add IT professionals.

Expert has invested in a number of resource centres in Eastern Europe which helps us reduce our costs and provide the very best value of any country in the world. These resource centres carry out much of the commodity coding and unit testing, whilst all of the high value-add services are done in Australia.

Expert has proven its processes by working with multiple remote resource centres concurrently on one project, thus minimising risk of dependence on any one political and social environment and increasing the potential resource pool for faster delivery or for undertaking very large projects.

Eastern Europe has long been renowned for its constant supply of talented software professionals available and now at some of the most competitive rates in the world. Expert's offshore resource centres are subject to the same stringent quality controls as operations in Australia, ensuring a consistently high quality output.

This combination of the high value-add Australian professionals with low-cost but very efficient Eastern European professionals has produced what we believe to be the very best price/performance combination in the world, giving our clients minimal risk, up to 30% reduction in cost and a proven track record in delivery.



Technology Alliances

Expert works with a few best-of-breed, market-leading technology vendors in a close and strategic manner.

Through our association with these global technology leaders, Expert is able to make the world's best technologies work for you. Based on our strategic technology focus of Microsoft .NET and J2EE, our technology alliances are established with leading vendors that base their technologies on these platforms.

As one of the very first Microsoft Gold Certified Partners in the world, we are the unequivocal leader in providing enterprise solutions on the Microsoft Platform in Australia. Our absolute focus is on not just staying the leader in this field, but continually strengthening and extending our lead in the market.

Expert has delivered possibly the largest Microsoft .NET enterprise solution anywhere in the world for one of the largest telecommunications carriers in the Asia Pacific region. As part of this project and Expert's commitment to Microsoft .NET, Expert has built Expert.NET™, which incorporates the reference architecture used for this and many other projects, as well as a development framework which has proven to scale for any enterprise software product.

Expert's strategic commitment to J2EE has fostered partnerships with IBM and BEA. We have an extremely focused, strong, high value-add capability in J2EE. As a result, Expert was awarded one of the largest and most important J2EE projects with the State Government of Victoria.

This multi-million dollar project incorporates dozens of our J2EE professionals assigned over a number of years. As part of this project and Expert's commitment to J2EE, Expert has built the Expert J2EE Architectural Framework, (EJAF™), which incorporates Expert's J2EE reference architecture. As with our Expert.NET framework, it too is proven to deliver reliability and scalability for any enterprise software product.

In addition, Expert is Intel's number one Global Partner in delivering repeatable solutions based on Reference Architecture Blueprints.



Expert's Capabilities

Solutions

- Business Intelligence / Data Warehousing
- Call Centre Applications
- Customer Relationship Management
- eCommerce / eBusiness
- Enterprise Content Management
- Single Customer View
- Supply Chain Management
- Web Content Management
- Workforce Planning and Management

Services

- Custom Application Design and Development
- Database Services
- Enterprise IT Architecture and Consulting
- Security Consulting
- Support Services
- Systems Integration
- Total Business Integration / Enterprise Application Integration

Industry Knowledge

- Banking/Finance
- Energy
- Fund Management
- Government
- Postal
- Retail
- Telecommunications
- Utilities

Technical Capabilities

Operating Systems

- IBM MVS
- Linux
- Microsoft Windows 2000 and .NET Server
- Microsoft Windows CE
- Palm
- Sun Solaris

Languages/Protocols

- DHTML
- HTML
- Java
- Java Script
- Microsoft C#
- Microsoft Transact*SQL
- Microsoft VB Script
- Microsoft VB.NET
- Microsoft VBA
- Microsoft Visual Basic
- Microsoft Visual C++
- Oracle PL/SQL
- SOAP
- XML
- XSL/XSLT

Databases

- IBM DB2/Universal
- Informix
- Microsoft SQL Server
- Oracle
- Sybase

Technology Platforms/Frameworks

- eJAF (Expert's J2EE Architecture Framework)
- Expert.NET (Expert's .NET Architecture Framework)
- J2EE/BEA WebLogic Platform
- J2EE/IBM WebSphere Platform
- Microsoft .NET
- Microsoft Windows DNA

Middleware

- IBM WebSphere MQ
- Mercator
- Microsoft BizTalk Server
- TIBCO Active Enterprise
- Vitria

Groupware/Messaging

- IBM Lotus Notes
- Microsoft Exchange

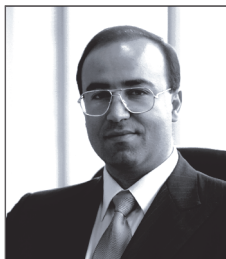
Tools

- Business Objects
- IBM WebSphere Studio Application Developer
- Mercury Interactive
- Microsoft Visual Studio
- Microsoft Visual Studio.NET
- Rational Rose
- Rational SQA

Other Server Products

- CheckPoint FireWall-1
- IBM WebSphere Portal Express
- Lotus Notes/Domino
- Microsoft Content Management Server
- Microsoft Host Integration Server
- Microsoft ISA Server
- Microsoft SharePoint Portal Server
- Vignette

Executive Team



Gary Ebeyan BSc

Managing Director and Chief Executive Officer

Gary has been in information technology since his graduation from the University of Melbourne with a Bachelor of Science degree in 1984. Today he leads a company with over 400 staff and annualised revenues in excess of \$45M.

As CEO, Gary sets and manages the company's strategic direction and leads the operational teams in defining and operating a business model to support the company strategy.



Armen Kocharyan BSc, MSc, PhD

Executive Director and Chief Technology Officer

Armen is an Executive Director and the Chief Technology Officer of Expert, which he joined in 1994.

Since obtaining his PhD in 1987, Armen has held a number of research posts at universities around the world. He has also been a visiting professor at a number of Italian universities, where he has taught physics and cosmology.

Over the last 17 years Armen has been heavily involved in IT, both in research and development, as well as delivering business solutions through technology.



Ian Smith BComm, ACA

General Manager Finance and Company Secretary

Ian joined Expert in May 2000 as General Manager Finance. He is a qualified Chartered Accountant with over 25 years commercial and senior management experience. He is responsible for commercial management, finance administration, budgets, taxation, financial controls and procedures, legal issues, insurance, quality assurance, statutory compliance and general administration.

Ian moved to Expert from Australasian Correctional Management Pty Ltd (ACM) where he was Executive General Manager Finance and Commercial Development.

Prior to ACM, he held finance management positions and managed company secretarial duties for a number of high growth project management, property development and service companies. These included CRI Limited, Millers Self Storage Pty Limited and Trans National Securities Ltd Limited.



Glenn Charlesworth Dip AppSci (Mathematics), BAppSc (Computing)

General Manager Service Delivery

Glenn joined Expert in January 1998, having worked across a variety of senior management roles. He is currently General Manager Service Delivery.

Glenn's focus is on the development and support of Expert's client base and the development of Expert's delivery processes. During his time at Expert, he has also helped develop the IT resourcing company, Expert People Pty Ltd.

In the 20 years before joining Expert, Glenn held a number of leadership, sales and technical positions, including running a software development company.



Sean Fernando MBA, GradDip Industrial and Employee Relations, BBus (Human Resources)

General Manager Human Resources

Sean joined Expert in May 2000 as General Manager Human Resources. His responsibilities encompass developing and implementing human resource strategies and practices that align and support the organisation's aggressive business objectives.

Prior to joining Expert, Sean held commercial and human resources management positions within major domestic and international organisations, including Ansett Airlines and Unilever.



Ivan Gomez

Manager International Business Development and Strategic Alliances

Ivan joined Expert in 2001 and brings 17 years IT and high-tech electronics industry experience to the Expert team.

Prior to this, he was Director of ASEAN Region for a software product development company and preceding that appointment, General Manager of a successful local Australian IT company for six years in which he delivered year-on-year growth records in turnover and profitability, culminating his tenure with the successful IPO of the firm.

His broad industry experience includes the manufacturing, distribution, OEM, software and services aspects of the IT industry, embodied with a unique global perspective from many years of local and international dealings in all these areas.

Infrastructure	Research and Development Laboratory
<p>Expert has made a significant investment in creating state-of-the-art infrastructure facilities in order to support multiple development environments, remote clients and our remote resource centres.</p> <p>Our central infrastructure team ensures that all important data is fully backed up and recoverable. Systematic, regular and proven disaster recovery exercises ensure successful recovery from any potential catastrophic system failure in a matter of hours.</p> <p>The main features of Expert’s software development environment are as follows:</p> <ul style="list-style-type: none">• Adequate facilities on fault-tolerant servers to establish a large number of development and test environments for concurrent projects• All development and test environments are fully backed up on a daily basis, or more frequently if required, with multiple on-site and off-site backups• Internet connection with multiple channels and ample bandwidths• Fully secured environment by multiple firewalls, demilitarised zone and intrusion protection software, and constantly monitored for any attempted attacks• Diversity of technologies and platforms from Microsoft, IBM, Oracle and others• Serviced by some of the most capable and talented systems engineers in the country <p>These facilities ensure that we can start a project in the shortest possible timeframe and ensures that any potential catastrophic event will result only in a minimal disruption and cost.</p>	<p>The long term success of any software package will rely on the ability of the vendor to transition the product to the latest and most effective technology platform. Expert has established its research and development laboratory to be able to evaluate and trial the latest advances in technology, as well as carrying out proof-of-concept assignments to prove the validity of our design and the proposed solution.</p> <p>Under the management of Dr. Vahram Harutyunyan, the laboratory provides a controlled environment with high specification hardware in order to test the scalability, reliability, manageability and security of technology solutions and their integration with other technologies. This ensures that we clearly understand the boundaries and constraints of technologies and can design software that meets the requirements from the smallest to the largest client.</p>

Engagement Options

Our focus on excellent service delivery and providing outstanding business value results in more than 90% of our business being in repeat business and referrals.

At Expert, we believe the best way to provide value for our clients is to work closely with them and service their every need in our domain of expertise. Our clients appreciate the value that is derived from working in close and long-term relationships with their suppliers.

We will make the effort to clearly understand your business and particular needs in order to configure, integrate, extend or custom build software solutions that deliver utmost business value, return on investment and competitive advantage in your marketplace.

We work collaboratively to clearly define the requirements and then present and agree on the proposed business and technical solutions. At every step of the way, you are clearly kept updated on costs and duration, making sure that we deliver on the agreed business case. Expert is able to provide all other technical and management resources and will deliver the system ready for installation in a pre-packaged form.

Expert is happy to engage on a project basis, with a combination of time-and-materials and fixed-price agreements or to take on fixed system support agreements with pre-agreed service level agreements. Expert can also offer and consider innovative financial options to make the initial development, major enhancement or conversion projects easier to finance.



Taking the first step

To take the first step, please contact :

Mr. Damien Kenny

Business Development Manager - VIC

mobile + 61 407 403 940

direct + 61 3 8664 6145

damien.kenny@expert.com

Mr. Stuart Sykes

Business Development Manager - NSW

mobile + 61 438 603 010

direct + 61 2 9493 8800

stuart.sykes@expert.com

Mr. Ivan Gomez

Manager International Business
Development and Strategic Alliances

mobile + 61 412 565 777

direct + 61 3 8664 6147

ivan.gomez@expert.com

Head Office

phone + 61 3 8664 6100

fax + 61 3 8664 6111

info@expert.com

Take the first step.

