

# COMPUTERWORLD EXCELLENCE AWARDS 2004



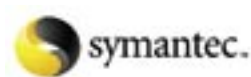
**[Commemorative Supplement]**

Friday June 25, 2004

Aotea Conventions Wing, The Edge, Auckland



Computerworld  
Excellence  
Awards  
2004



# Winners and Finalists

## Bang for Buck

### Winner: Computers in Homes

#### Finalists:

- Aranui Primary School, Christchurch
- Napier City Council
- Red Rat Clothing, Auckland

## CIO of the Year – sponsored by Symantec

### Winner: Garry Collings, Toll NZ

#### Finalists

- Ed Saul, Tower Limited
- Adam Hunt, Turners and Growers

## e-Business of the Year

### Winner: Foodstuffs Group of Companies

#### Finalists

- Acquire.co.nz, Auckland
- Terralink International, Wellington

## Excellence in the Use of IT for Business Intelligence

### Winner: Vector, Auckland

#### Finalists:

- Christchurch International Airport
- Express Data, Auckland

## Excellence in the Use of IT for Customer Service

### Winner: New Zealand Automobile Association

#### Finalists

- Livestock Improvement Corporation, Hamilton
- Napier City Council
- New Plymouth District Council/Puke Ariki

## Excellence in the Use of IT in Education: Primary and Secondary Schools

### Winner: Kelston Deaf Education Centre, Auckland

#### Finalists

- Aranui Primary School, Christchurch
- Birkdale Intermediate School, Auckland
- Wellington Girls College

## Excellence in the Use of IT in Education: Tertiary, Community and Commercial

### Winner: New Plymouth District Council/Puke Ariki

#### Finalists

- Auckland Regional Council
- Computers in Homes
- CWA New Media, Wellington

## Excellence in the Use of IT in Government – sponsored by Unisys

### Winner: Te Taura Whiri i Te Reo Māori (Maori Language Commission)

#### Finalists

- Inland Revenue Department
- Institute of Geological and Nuclear Sciences

## Excellence in the Use of IT for a Mobile Workforce

### Winner: New Zealand Automobile Association

#### Finalists

- Excell Corporation, Auckland
- P&A Construction, Wellington
- Vector, Auckland

## Excellence in the Use of IT in a Not-for-Profit Organisation – sponsored by Westpac

### Joint winners: Carers New Zealand and Horowhenua Library Trust

#### Finalists

- CCS
- Royal New Zealand Plunket Society (Inc)

## Excellence in the Use of IT in a Small to Medium Enterprise – sponsored by Microsoft

### Winner: P&A Construction, Wellington

#### Finalists

- Maximum Internet, Auckland
- Red Rat Clothing, Auckland

## Most Successful Project Implementation of the Year – sponsored by BearingPoint

### Winner: Broadcast Communications Ltd

#### Finalist

- University of Waikato

## Overall Excellence in the Use of IT – sponsored by IBM

### Winner: Toll Tranz Link, Auckland

#### Finalists

- STRATAGEM, New Plymouth
- Vector, Auckland

## Technology Innovator of the Year – sponsored by Gen-i

### Winner: iVistra, Auckland

#### Finalists

- Asterisk, Auckland
- Death2Spam
- Virtual Katy

## Judges

IDG Communications would like to thank the judges listed below for giving their expertise and time — their own and their employer's — to evaluate the entries. The increasingly high standard of the entries makes their task a more difficult and time consuming one with each passing year. The judges' willingness to help in this way is a considerable, and much appreciated, contribution to the success of the Computerworld Excellence Awards.

### CIO of the Year

Ross Hughson, CIO, Westpac  
Jenny Mortimer, formerly Chief Technology Officer, Ministry of Economic Development  
Ian Rae, Group Manager ICT, Auckland City Council

### e-Business of the Year

John Ferguson, Interactive Production Manager, TVNZ  
Toby Warren, Consultant, Ironbark  
Aaron Kumove, Managing Director, Horizon Consulting

### Excellence in the Use of IT for Business Intelligence

Alistair Cran, Director, Pro-Specs Ltd  
John Tomblason, GM, Business Support Services, Vodafone  
Michael Whitehead, CEO, Wherescape

### Excellence in the Use of IT for Customer Service

Paul Linnell, Consultant, CTMA New Zealand Ltd

Mike Foley, Business Solutions Manager, Information Services, Sky City Auckland Limited  
Callum Holmes, Principal Management Consultant, Synergy International

### Excellence in the Use of IT in Education – Primary and Secondary Schools

Clare Coman, formerly Director, Computers in Homes  
Barbara Craig, Director Post-graduate Studies, School of Education, Victoria University  
Laurence Zwimpfer, CEO, Zwimpfer Communications

### Excellence in the Use of IT in Education – Tertiary, Community and Commercial

Wendy Bussen, Executive Director of Information Services, Auckland University of Technology  
Douglas Harré, Senior ICT Consultant, Ministry of Education  
Kay Banks

### Excellence in the Use of IT in Government

Colin Jackson, E-Government Unit  
Colin Boswell, Consultant  
Mark Scott, Strategic IT Manager, Auckland City Council

### Excellence in the Use of IT for a Mobile Workforce

Drew Gilpin, Director, APL+  
Robert Hawes, formerly Network Manager, Tiptop Icecream  
Les Wootton, CEO, Interlogic

### Excellence in the Use of IT in a Small to Medium Enterprise

Rob Benson, Managing Director, Theta Systems  
Mason Pratt, Managing Director, Provoke Solutions  
Sarah Trotman, Director, Spring

### Most Successful Project Implementation of the Year

Donald Moore, Programme Director, Fonterra  
Malcolm Stayner, Principal Consultant, Sage Consulting  
David Stott, Director, Azimuth Ltd

### Overall Excellence in the Use of IT

Garth Biggs, CEO, Gen-i  
John Blackham, Chief Executive, Xsol  
Larry Hill, Director, The Rothwell Group

### Technology Innovator of the Year

Peter Masee, Business Systems Manager, PDL Electronics  
Professor Don Sheridan, Associate Professor MSIS, University of Auckland  
Mark Thomas, Managing Director, Right Hemisphere

## Celebrating Excellence

The Computerworld Excellence Awards recognise and celebrate excellence in the use of information technology across a wide range of areas. From the large corporate or government department IT project costing in the millions, through to non-profit organisations with tiny budgets and schools that are faced with the IT equivalent of feeding a multitude, with only a handful of bread and a few old fish to hand.

Regardless of the budget available or the size of the project, what the Computerworld Excellence Awards really celebrate are the skills, the motivation, the professionalism and, often, the sheer ingenuity of those who make up the New Zealand IT community.

The Excellence Awards celebrate excellence in the use of IT. They don't celebrate the best software packaging, or the coolest widget, or the supplier of a sexy Big Iron

box. No, they celebrate people, their skills, their commitment and their application thereof and this is reflected in the conditions of entry and the judging criteria. As information technology increasingly becomes the driver for business advantage, so organisations increasingly depend on the innovation, vision, skills and leadership of senior IT management.

However, to achieve excellence demands a willingness to move away from the ordinary and search for new and innovative ways to reach seemingly impossible goals.

The Awards criteria are designed around standards of excellence where the design and implementation of technology results in significant improvement, whether to a business, a community, a non-profit organisation or an educational institute.

Over the years that I've been an information technology journalist I've seen many projects falter and even some fail.

I've also seen many that have succeeded. The factor common to those that were successful was not



the technology per se. Rather it was the vision, the skills and the passion of those involved.

Excellence in IT is as much about those qualities: the vision, the skills and the passion, as it is about the technology itself.

On behalf of *Computerworld*, the judges and all those who entered

the Excellence Awards, I would like to thank the sponsors for their generous support. Without them the Computerworld Excellence Awards would not be possible.

Doug Casement  
Managing Editor



## Bang for Buck

### Winner: Computers in Homes

As you can imagine, when there are more than 200 entries for the Awards and some of the projects have cost hundreds of thousands of dollars to develop and implement, it is possible for low-cost, but highly effective, projects to get overwhelmed by the bigger ones.

Rather than have that happen, last year we instituted a "Bang for Buck" Award, where all the judges nominate worthy entries from amongst each year's finalists. This year's nominations were:

- Aranui Primary School
- Computers in Homes
- Napier City Council
- Red Rat Clothing

And the winner is: **Computers in Homes**.

#### Judges' report

"Computers in Homes" is an extraordinary project with very little monetary support. Recycled computers are provided to families whose children are in decile 1 schools to provide children with access to educational resources from their homes. As well as the computer, technical support and training are given to the families

along with six months' unlimited internet access.

One of the other objectives is to empower communities with tools and skills to become active participants in an online world and to do this, families of homes that are given computers are also required to introduce and teach a neighbour or another member of the community. However, the success has been far-reaching both within the community and the participating families. Some of the examples we saw were parents, who previously had no formal education, now enrolling in courses leading to qualifications, some at tertiary level, as well as family members becoming employed for the first time.

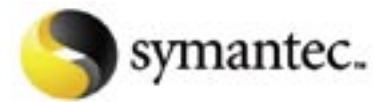
Fund raising is a major component of this project which now extends to both North and South islands. The budget is approx \$100,000 per year which covers all costs and 300 families are currently involved. The commitment of all those involved in this project, from the coordinator who is employed for three days a week to all the volunteers that take part, is a credit to the project.



Di Das (centre), co-ordinator of Computers in Homes, with the CiH team.

**CIO of the Year**

**Winner: Garry Collings, Toll NZ**



**Judges' report**

Garry impressed us with his track record of supporting and enhancing Toll NZ's business, both through use of innovative technology, and also through clever improvements in business processes and in the reporting of information.

Examples include the visualisation of truck location and status for improved fleet management, the analysis and correction of causes for freight train delays, and the implementation of easy-to-use online booking for ferries.

Through this successful track record of providing real business benefits, plus his inter-personal skills, Garry has clearly developed strong trusting relationships with the business units he supports, and has worked effectively with them and with his suppliers to lead complex projects to successful implementation.

Garry also demonstrated some interesting and innovative staff development and mentoring practices, including recruitment of graduate staff returning from overseas experience (better retention, with itchy feet already satisfied), and hands-on mentoring of trainee staff by senior management.

**Other finalists**

**Ed Saul** impressed the judges with the quality of his processes and documentation. He has also managed a series of company integrations, each time moving to a larger and more responsible position within the group. The judges were confident Ed runs a very tight and effective operation, and trust that he will be given a breather from mergers soon.

**Adam Hunt's** IT strategies and management supported ENZA through a major growth period and have been very effective. He also commanded our respect for managing, through a period of significant and unpopular systems, process and culture change after the recent merger of Enza and Turners and Growers.

**General**

It has been interesting to note how many of our finalists have been involved with major periods of change. This is often a time when IT ends up as meat in the sandwich; trying to implement complex systems rationalisation to ensure significant infrastructure cost savings, but which are seen as without immediate benefit to the end users whose support is vital to successful implementations. CIOs are to be congratulated for persevering through these difficult times.



## Excellence in the Use of IT for Mobile Workforce Winner: New Zealand Automobile Association

**Technology Suppliers: ECONZ, Vodafone, Panasonic, Siemens, Navman, Terralink NZ**

### Judges' report

The calibre of entries this year has made the task of choosing a winner very difficult. All of the finalists have achieved remarkable business benefits through their creative use of mobile technologies and in some cases shown that the entry point for this technology is now within everyone's reach.

**NZAA** provides a nationwide 24 hour service to 1 million customers via 142 road service patrol officers and contractors. With on average 1400 callouts per day a mobile solution was critical to their ongoing success.

Through the use of Panasonic Tough books expertly mounted in the vehicles, coupled with Siemens M55 modems providing real-time access to all job and membership information as well as detailed GIS mapping data and GPS tracking, NZAA has achieved a remarkably elegant solution to a complex problem.

This solution now gives NZAA:

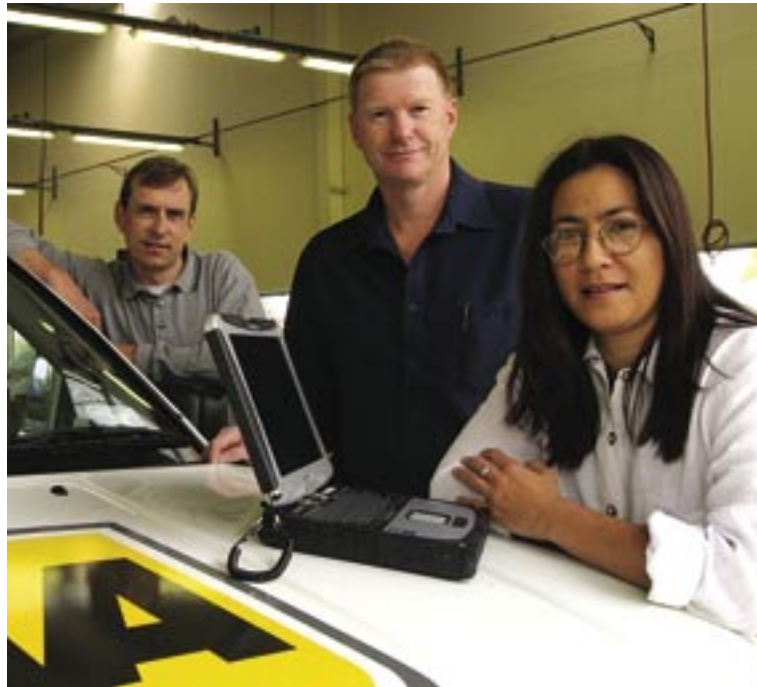
- Better member/customer service direct to the roadside
- Immediate access to ALL job and membership information real time
- Accurate positions of both member and vehicle allowing quickest possible route
- Open two-way communications with patrols reducing isolation for remote officers
- Access to intranet and internet
- Automated job sheets to external third parties
- Referrals to other departments.

Through the use of a number of complex technologies, NZAA has developed and implemented a system which delivers historically desk-bound functionality to literally every corner of New Zealand.

### The runners-up:

#### Vector

Vector has mobilised the delivery of its service requests to its field crews through the use of HP Ipaq PDAs. Integration has been achieved using Microsoft Biztalk, TaskMaster and Vodafone's GPRS



David van Kampen (centre) NZAA

network. This has delivered significant reduction in lead time for service delivery and improved information flows ultimately providing their customers with a higher level of service.

#### P&A Construction

Through the use of debonair P&A has been able to design and implement a mobile solution in a remarkably short timeframe and with a minimal cost. It has effectively

deployed a mobile timecard system which allows it to keep track of a large number of subcontractors and employees on several large multi-story constructions sites, allowing it to control the biggest expense — time. P&A has achieved remarkable paybacks with a minimum investment.

#### Excell

Through the use of Palm-based Symbol units, Excell Corporation is able to deliver real-time information from its reactive maintenance teams to its customers. There have been several significant benefits from this system.

- Service teams are now given visibility of all the jobs allocated to them, allowing forward planning.
- The call centre is able to provide real time accurate feedback to the customers.
- GPS tracking of teams allows the closest team to be allocated a job for quickest response to high priority requests.

Excell is now able to effectively manage the performance against strict and complex SLA targets as a result of delivery of real-time information from the field.

## E-business of the year Winner: Foodstuffs

### Judges' report

The Foodstuffs Exchange is a collaborative e-commerce initiative among three Foodstuffs companies, which minimises transactions costs for the company and its suppliers. The Exchange gives smaller suppliers a low-cost/no-cost e-commerce solution, while larger suppliers can use the B2B connectivity to automate their business processes and achieve significant savings. The clear benefits to users are the reduction in errors, a lower cost of doing business, and a reduced need to re-key data.

The Foodstuffs Exchange enjoys significant liquidity in terms of number and value of transactions. Suppliers are encouraged but not forced to interact with the Exchange. A significant number of the three Foodstuffs companies' suppliers use the Exchange because it makes sound business sense to do so. The Exchange starts to deliver some of the promises made by e-commerce exponents during the "tech boom" where most others have failed through the absence of



Ana Connor (left) Foodstuffs (South Island) and the Foodstuffs team.

a compelling reason to participate. It will continue to evolve to meet the needs of both suppliers and Foodstuffs. Foodstuffs has gone to considerable effort to ensure that the Exchange meets the needs of both itself and its supplier partners. It is possibly this collaborative attitude from the Foodstuffs personnel that has contributed to the success of the Exchange.

The Exchange has been created for Foodstuffs with an IT partner and its own team. It is not simply an implementation of a proprietary package but a development from the ground up. It is robust, accessible, intuitive, well supported and attractive. The Foodstuffs group, its implementation team and board, should be applauded for creating a solution that, while

difficult to implement and execute, was ultimately successful. It is one of the first successful e-commerce initiatives in chain retail, not only in Australasia, but also the world. A number have tried and failed through a lack of understanding of the process, a poor attitude to collaboration and the attempted implementation of inappropriate software applications. The Foodstuffs Exchange will act as a standard for doing business in their industry.

### Other finalists

#### Acquire.co.nz

Acquire.co.nz has created an effective marketplace for a vast range of IT and other products. A visit to its site allows buyers to select the products they want at the lowest price. The software is intuitive, attractive and effective. In its engine room it connects more or less automatically with nearly 100 suppliers for thousands of items delivering information on stock levels and price. Acquire.co.nz backs up its e-business offer with sound customer care and support. It distinguishes itself from other

resellers by using a sensible combination of technology and business practice. Acquire.co.nz has a formula that clearly works.

#### Terralink

Terralink has established an important position for itself as a value-added aggregator and consolidator of geospatial and financial property information. The Terranet II Online Property Information system accesses information from a number of third-party databases. It resolves inconsistencies among them, provides its customers with the ability to query and consolidate information from these multiple sources, and allows for relationships and inferences to be drawn in a synergistic manner. The value that Terralink II provides to its customers can be summarised as:

- A "one stop shop" portal for geospatial and financial property information
- Information and data cleansing from disparate sources
- The ability to create valuable knowledge which is a synergy of the combined individual sources combined.

**Excellence in the Use of IT for Customer Service**  
**Winner: New Zealand Automobile Association**

**Technology Suppliers: ECONZ, Vodafone, Panasonic, Siemens, Navman, Terralink NZ**

**Judges' report**

In this year's winner, the judges found a solid passion, culture and philosophy of customer service. The New Zealand Automobile Association's "Road Comms" project was driven by the vision that service to its customers "is not just about fixing the car — it's about fixing the member (customer)". With this as the driving force and faced with an increasing membership with a driving environment becoming increasingly hazardous and difficult to service, the NZAA embarked on a series of information technology initiatives culminating in its "Road Comms" project. The complete solution brings together the customer, the customer response centre and the roadside mobile patrol, using closely integrated call centre technology, GIS, GPS and roadside communications. The team meticulously identified the barriers to serving customers and built technical solutions to remove them. Going beyond simply getting the customer moving again, through the use of information technology, the solution is positioned to offer the customer a range of additional options and services to help them



**David van Kampen (centre), from NZAA**

recover from the inconvenience they have already suffered and give them as well as their car — a jump start to recovery.

**The runners-up:**

The impressive theme behind the **Livestock Improvement Corporation's** herd management solution is a way of making their customers more successful. Driven by a trend in their customer base towards increasing herd sizes

and the increasing need to make informed stocking decisions, the suite of technology solutions developed by the Livestock Improvement Corporation, "MINDAlink, MINDApro and M-NOTE" has not only greatly improved customers' method and accuracy of recording herd information, but also provides them with impressive additional tools for herd management and decision support. Driven by a passionate team who love harnessing the

power of data at their fingertips, they have taken ordinary technology and made it do extraordinary things for their customers.

Obtaining accurate and up-to-date property information has traditionally been difficult and time-consuming for ratepayers and council departments alike. As a by-product of their Geographical Information System (GIS) implementation, **Napier City Council** has created an incredibly powerful information portal, linking a multitude of property related council data, making it readily available for internal staff and external customers. The "MAPiT" GIS/web-based property information portal has been driven by an incredible passion, determination and commitment to making Napier more successful and interesting to do business in, to live in and to visit. It has gone beyond meeting the requirements of its customers. The MAPiT portal exemplifies what it is to identify difficulties experienced by customers in the services they receive and systematically break them down with information technology.

Previously, Taranaki residents

needed to travel to New Plymouth's Puke Ariki's museum, library and information centre to access the records and artefacts of their rich heritage. With a mission to make Puke Ariki an "institution without walls", a small team at **New Plymouth District Council** has created an incredible resource for the people and schools of Taranaki — and beyond. The "Taranaki Information Network" not only provides an incredibly rich online information resource, but also, through partnership funding, has provided hardware and dedicated broadband access to the schools and libraries of the region. The network is generating a sense of pride in the region and prompting endless stories of past and present to be shared by the community and documented by its passionate team.

The judges have been very impressed by the number and the quality of submissions in the Customer Service category. We would like to thank all of the entrants in this category for their time and dedication in preparing their entries, and in particular the finalists for taking the time to present their great work to us. Congratulations to all for their work.

**Excellence in the Use of IT for Business Intelligence**  
**Winner: Vector**

**Technology suppliers: Microsoft, Eagle Technology**

**Judges' report**

When two organisations merge the need to consolidate information is paramount. This is the situation that faced Vector as it merged with United Networks. Gareth Williams and the Business Information Group at Vector not only have delivered consolidated information, but have also developed a platform for information management for the entire organisation. Vector have combined off-the-shelf products such as SQL\*Server, Business Objects, ArcMap and Advizor with an innovative web-based portal. This has enabled it to cost-effectively deliver information to the business.

The portal is further enhanced through an automated email process, delivering timely information in an intuitive manner.

Vector has developed a system that is flexible enough to accommodate the changing nature of the business, has the ability to integrate a range of information sources,

and provides pre-analysed data in a simple format as well as complex data in a highly visual format. By judiciously combining specialist products with internal expertise, Vector has delivered a strong business intelligence environment at significantly less cost than traditional approaches.

**Other finalists**

The two other finalists were of extremely high quality, and both demonstrated very well how information can be used to support decision making.

**Christchurch International Airport Limited** has developed an excellent business intelligence platform. It has combined data from a range of sources, which has been instrumental in supporting change and in contributing to the success of their business in a time of significant upheaval in its industry.

Going beyond traditional sales and inventory analysis has provided **Express Data** with an extremely



effective business intelligence environment. By adding data specific to its business, it analyses

key drivers as well as results, giving it the ability to influence both internal and external behaviour.

**The Vector lineup, with Gareth Williams (second from right).**

**Excellence in the Use of IT in Government**

**Winner: Te Taura Whiri i Te Reo Māori (the Maori Language Commission)**

**Technology Suppliers:**  
Thinktank Consulting,  
Sharman Consulting

**Judges' report**

Mātāpuna is the web-based open source system built to compile a Maori dictionary. Te Taura Whiri i Te Reo Māori has a mission to save a New Zealand treasure — the Maori language. This is an urgent task because much of the knowledge of the language is locked in the heads of elders. As they die, this knowledge is lost. Te Taura Whiri i Te Reo Māori is building a dictionary to capture this knowledge. This new dictionary includes a wealth of information on each word it defines. It is also a Maori dictionary written entirely in Maori. This is a first for a Polynesian language.

The web-based computer system Mātāpuna is core to the project. It allows dictionary contributors all over New Zealand to enter their knowledge. The judges were extremely impressed by the vision and commitment of the organisation both to its mission and to the way it has gone about implementing a system to create the dictionary. We were also impressed that both the dictionary and the software that is creating it are being made available for other nations and peoples. The project to create the dictionary is a fusion of

technology and linguistics. Mātāpuna is implemented using open source software. It is more functional than commercial alternatives and was extremely cost-effective to build. It supports workflow and collaborative working. Mātāpuna has itself been made available as open source under the general public licence, so that other groups may use it for their own languages.

Te Taura Whiri i Te Reo Māori's vision has resulted in an innovative use of technology to benefit New Zealand and the world, and makes excellent use of, and contribution to, open source.

**Runners-up**

**IGNS for Databases on the Internet**

IGNS has shown great commitment to making fascinating and important New Zealand information widely available through the web. It has created very clever systems which unite the geological and related data in many New Zealand organisations and universities into a single view. IGNS staff have pushed technology to the limit to build browser-based systems to show scientific data about New Zealand in its geographical



**Haami Piripi (right), CEO of Te Taura Whiri i Te Reo Māori.**

context. They are quite literally putting New Zealand on the World Wide Web.

**IRD for the e-GST project**

This is a well-managed and highly professional project which is delivering benefits to many thousands of small and medium business owners around New

Zealand. It greatly reduces the time taken to apply for and receive a GST refund. It is part of IRD's programme to allow more and more interaction with IRD to take place online. IRD first prototyped the service and has made changes based on feedback from users. The service is getting rapid uptake despite having, as

yet, only low-key promotion.

**Judges' note**

All finalists were exciting, high-quality projects. All were worthy of winning.



Imagine it.

- > Systems Integration.
- > Outsourcing.
- > Infrastructure.
- > Server Technology.
- > Consulting.

Done.

With a long history of providing full end-to-end services and rolling out large, complex and mission critical systems to public sector clients in New Zealand, Unisys knows how the technological demands on Government are becoming increasingly sophisticated.

That's why it gives us great pleasure to be able to recognise the work that has been completed over the last year by government organisations through our sponsorship of the "Excellence in the use of IT in Government" category of the 2004 Computerworld Excellence Awards.



Imagine it. Done.



www.unisys.com 0800 864 797

# COMPUTERWORLD EXCELLENCE AWARDS 2004



# COMPUTERWORLD EXCELLENCE AWARDS 2004



1. New Plymouth District Council/Puke Ariki with presenter Hon Bill English on left.
2. Foodstuffs Group of Companies.
3. Presenter Darrell Denney (back) with Computers in Homes' Barbara Craig (back), Laurence Zwimpfer and Di Das (front).
4. Business Intelligence award winners, Vector.
5. CIO of the Year, Garry Collings, with Natasha Mclean from sponsor Symantec.
6. Broadcast Communications Limited with presenter Judy Maller, Managing Director of sponsor BearingPoint on right.
7. iVistra with Garth Biggs, CEO of sponsor Gen-i.

8. P&A Construction CEO Phil Stewart holding statuette.
9. NZAA — Customer Service winners
10. Te Taura Whiri i Te Reo Māori with Sean Wilson from sponsor Unisys, second from the right at the front.
11. Toll Tranz Link with Tim Honeybone, from sponsor IBM, centre front.
12. Kelston Deaf Education Centre with presenter Hon John Tamihere centre back.
13. Carers NZ on left, Horowhenua Library Trust with Ann Sherry, CEO of sponsor Westpac in centre.
14. NZAA — Mobile Workforce winners with presenter Hon David Cunliffe, Minister of Communications, centre back.

**Overall Excellence in the Use of IT**  
**Winner: Toll Tranz Link**

**Technology Suppliers:**  
**ATrac, GeoSmart, HP,**  
**iVistra, Vodafone**

**Judges' report**

In just three years, distribution services group Toll Tranz Link has turned its business on its head, dramatically reversing such critical business measures as customer satisfaction and trading profitability. In 2001 the company was in a hole. Then along came group general manager, Greg Miller — his vision, "take the company from the Stone Age to Star Wars", with IT playing the leading role. Since 80% of the company workforce was not sitting at a desk, Greg believed that the company's systems should be similarly mobile.

To realise this vision the company developed its own software system and at a fraction of the cost it paid on annual maintenance alone for the large enterprise system that it "threw out". The company's problem was such that without a bold initiative it may have faced closure. Even so, the project was planned and executed exceptionally well. The workforce underwent extensive training at a purpose-built classroom and suppliers provided the most generous of terms to be involved in such a leading-edge technology project.

The results speak for themselves. From a situation where the



majority of customers had the company "on notice" they now have a customer satisfaction rating that others envy, and are profitable. Their key processes are automated, so that freight traffic is tracked door to door. They know what every truck and depot is doing at any moment, thanks to graphical software that traces its roots to the Americas Cup. Without question, the Toll Tranz Link IT system is a great example of what can be accomplished with process

automation technology and a CEO with the vision to drive the initiative.

**Other finalists**


**Vector**, like Toll Tranz Link, recognizes the power of integrating in-field activity through process automation with mobile technology, although in this instance hung off an enterprise system. The Vector Line Fault response system is impressive for the thought that has

gone into the PDA interface that lines contractors use.

**STRATAGEM**, the third finalist, displayed a similar understanding of the power of technology, in automating the workflow for preparing annual accounts; a first in accounting practice management. Not only has the company's profitability increased, but it has given the firm greater control of its work and thus the ability to handle a greater load.

**Greg Miller (second from left), Toll Tranz Link, Garry Collings (third from left), Toll NZ, and Craig Meek (fourth from left), iVistra.**





**ON DEMAND BUSINESS™**

24/7 business demands 10/10 performance.


In the on demand world, change happens faster and more unpredictably than ever before.

To stay competitive, your business needs to move with it – to gain the speed, flexibility and resilience to handle whatever the market does next.

By building solutions that meet the challenges of On Demand Business, IBM helps companies perform, compete and succeed.

So we're proud to sponsor the "Overall Excellence in the Use of IT" category in this year's Computerworld Excellence Awards.


**Congratulations to all winners and finalists.**



Sponsor  
 Computerworld  
 Excellence  
 Awards  
 2004

Overall Excellence  
 in the Use of IT

[ibm.com/nz](http://ibm.com/nz)



**Most Successful Project Implementation Award**  
**Winner: Broadcast Communications Limited**

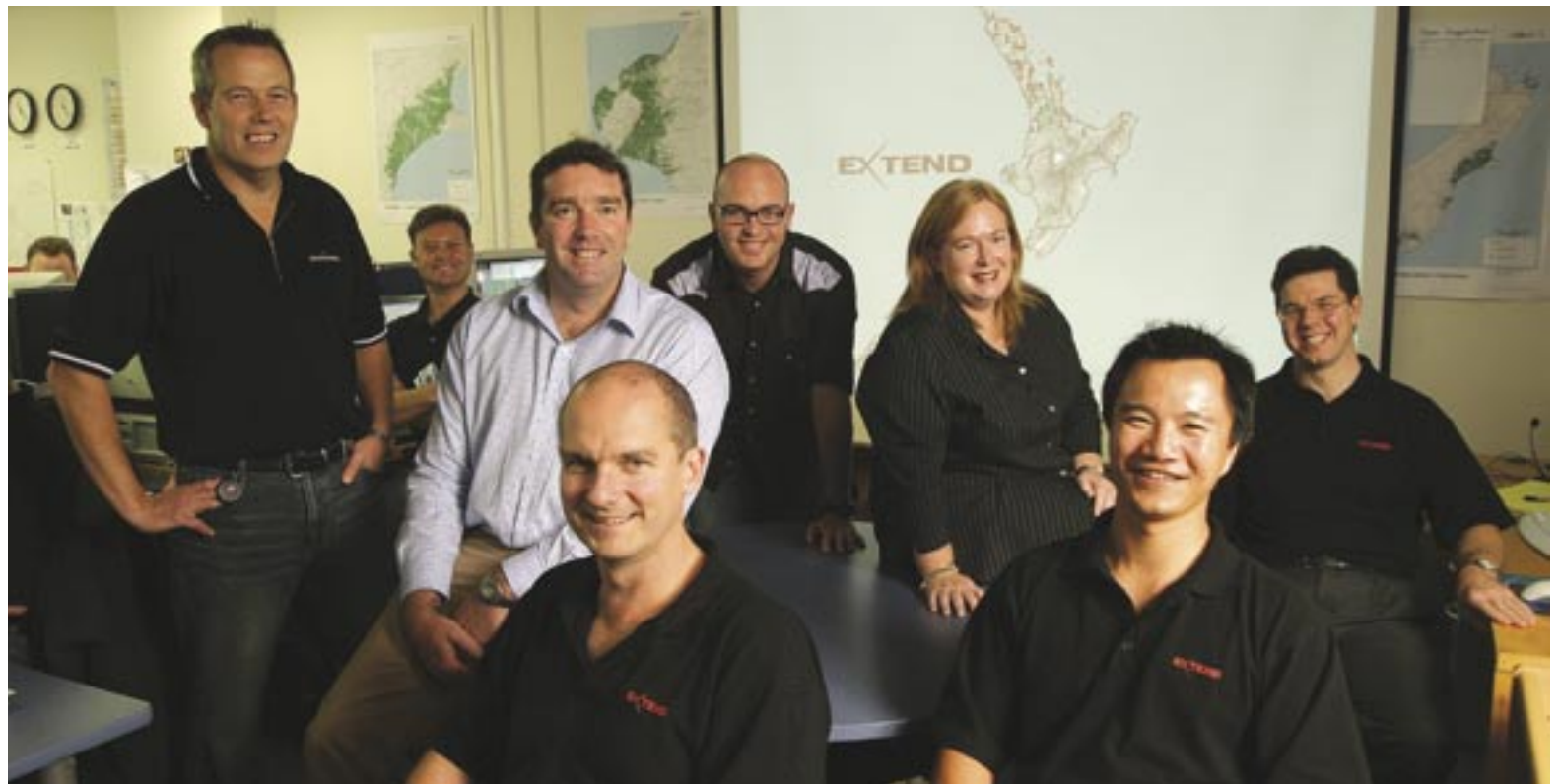
**Technology Suppliers:**  
**Airspan, Alcatel**

**Judges' report**

BCL has been judged the winner of Computerworld's award for Most Successful Project Implementation of 2003 for its EXTEND project to implement a wireless broadband access network throughout New Zealand.

This involved coordinating four organisations (Telecom, Alcatel and Airspan, a UK-based company, as well as BCL) to produce a nationwide network, which now allows many rural and provincial subscribers to enjoy the benefits of broadband, a future state technology that was previously denied them. The project was completed within budget and to a very demanding time schedule. This, despite the added difficulties of having to gain timely resource consents for transmission antennae sites within the constraints of the Resource Management Act — a complication that few IT projects share.

The judges were also impressed that the scope of deliverables was significantly exceeded. The major deliverable was the requirement to reach at least 86,000 potential end subscribers with a minimum of 256kbit/s. The actual coverage achieved was more than 600,000 potential end subscribers of whom



103,000 had previously had no broadband coverage at all. Some users reported speeds up to double that promised. The EXTEND deployment was the first of its kind in the world and the software developed for it has subsequently been used around the world.

**Other finalist:**  
 The other finalist was **University**

**of Waikato's SAS-e project,** which redeveloped its student enrolment systems using the Jade Student Management System, the first time this software had been used in New Zealand. This project was developed within budget and met the unmovable deadline of being ready to process student admissions by the date students turned up to enrol at the beginning

of the 2004 year. The streamlining of the process resulted in shorter queues and faster, more accurate admissions and a net gain of 5% more students actually completing enrolment than the previous year, even though the initial numbers applying were the same. The system has received acclamation throughout the university and is seen as the standard for future projects.

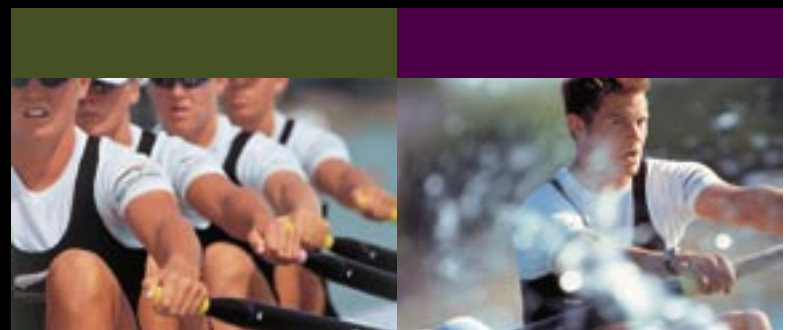
**The award-winning BCL team.**



*As our name implies, at BearingPoint we help our clients set the direction to reach their goals. As business systems integrators, we align our clients' business processes and information systems to create value. And to provide the best value to the business people we work with, like the elite rowers we support, we are fuelled by commitment, teamwork, passion and an unwavering focus on outcomes.*



**Sponsor**  
**Computerworld**  
**Excellence**  
**Awards**  
**2004**  
 Most Successful Project  
 Implementation of the Year



*BearingPoint is a proud sponsor of the "Most Successful Project Implementation of the Year" category for the 2004 Computerworld Excellence Awards.*

CONSULTING/SYSTEMS INTEGRATION / MANAGED SERVICES  
 TO LEARN MORE, CONTACT US AT +04 473 1000 WELLINGTON +09 362 3200 AUCKLAND OR VISIT OUR WEBSITE AT WWW.BEARINGPOINT.COM

## Technology Innovator of the Year

### Winner: **iVistra for EVS: (Enterprise Visibility System)**

#### Judges' report

EVS is a remarkable innovation due to its visualisation of a business's key performance indicators updated from real-time tracking of vehicles and commodities (moving assets), linked by wireless technologies, to information drawn from the enterprise management information system.

The accessibility of information via an intuitive interface sets the EVS apart from its peers because mission-critical events are just as accessible to the loading dock as they are to the executive suite. As a result employees see and understand the systems and processes that drive their success. An added innovation of integrating with SAP enterprise resource planning system has given iVistra's Enterprise Visibility system extra strength to completely satisfy the customer's needs.

iVistra is an industry leader in its comprehensive, integrated development processes and its efforts to document and protect its intellectual property. It has partnered with leading technology companies to ensure the integration of diverse systems has the highest reliability for an end-to-end solution. The key factor that distinguishes iVistra from its competition remains



**Kelli-Jo Walker and Craig Meek (left and centre) and EVS.**

the simplicity and beauty of its visual interpretation of complex business activities. The future strategy of the business is assured with business plans that extend the technology into similar and also unrelated strategic directions. The innovation has cleared the way for continual growth and partnerships

with the best leading edge companies.

As Technology Innovator of the Year, iVistra has been superbly managed from concept to deployment using a remarkably diverse range of technologies, sponsors, and contractors

working to a fixed budget. The project management process was exemplary and was a major factor in getting the innovation commercialised as well as convincing the partners that the technology is leading edge. EVS appears to have much wider applicability than the transportation

sector and it must certainly create significant interest worldwide.

#### Other finalists

##### Asterisk

PC-Reviver turns an old PC into a thin-client workstation in minutes by replacing the old unit's hard drive with a flash memory chip containing all the necessary software and device drivers. This remarkable innovation retains the value still remaining in the PC while at the same time making it a Citrix, Windows or Linux workstation. Keeping PCs off the scrap heap is a great, environmentally friendly solution. PC-Reviver appears to have huge potential market with schools, industry in general and in developing countries. Asterisk was a worthy competitor for the TIY award.

##### Death2Spam

D2S is a targeted solution against the multi-billion dollar attack on our vital communications networks. By analysing incoming email using probability mathematics, D2S identifies spam and viruses with a high level of accuracy and improves over time. As compared with signature-based identification of spam, viruses and malware, D2S is not fooled by subtle changes in a lethal package. This innovation promises to lower the administration

*"Innovation - it's that pivotal moment when creative people act on bright ideas with astonishing results."*

**gen-i**  
technology • passion • success

Analyse • Design • Develop • Integrate • Customise • Implement • Train • Support



Sponsor  
Computerworld  
Excellence  
Awards  
2004

Technology Innovator  
of the year

**Technology Suppliers:**  
A-Trac, GeoSmart, HP,  
Vodafone

costs while providing a higher rate of detection than conventional filters. Individual users can train their implementation to, in effect, train their own censor. The D2S solution is an innovative idea and now is poised for a well-defined business strategy to propel it into a true innovation that pays dividends.

### Virtual Katy

Virtual Katy is an astounding innovation in the film industry and specifically sound editing. VK has provided post-production specialists with more creative time by bringing control and sanity to intensely demanding complex, and error-prone processes. Patterned after the workflow of experts working on *Lord of the Rings*, VK has created widespread interest and worldwide sales by giving sound editors vastly improved methods of managing editing changes, as well as storing and retrieving hundreds of earlier versions if required. Time savings have been as high as 80% but the real advantages are in being able to meet even tighter deadlines while maintaining quality in the soundtrack.

**gen-i**

## Excellence in the Use of Technology in Education Primary and Secondary Schools Winner: **Kelston Deaf Education Centre**

**Technology Suppliers:**  
Communique Software,  
Henderson Computers,  
Panasonic



Phil Thomson (back left) from the Kelston Deaf Education Centre.

### Judges' report

The judges were privileged to observe very young deaf children developing communication and language skills through exploring interactive learning environments. These contained images of familiar objects and friends and family, with their own sign language displayed on the screen alongside written English as spoken by their parents.

We also met older high school students who had been part of a multimedia courseware team using videotape technology to develop an image-based sign language dictionary for science concepts. We commend this achievement for the educational opportunities they open up for students not always visible in the education system.

Expanding sign language to include scientific and other specialist concepts to then recording these signs as a digital dictionary, will open the way for profoundly deaf children to work their way through the system into the tertiary sector much more easily.

The personalised multimedia

software in the primary classrooms has led to life-changing breakthroughs in children suddenly connecting their language (sign language) with that of their parents' spoken language. Parents told us they can now communicate with their children for the first time and can become involved in their learning programme.

This is a timely award as New Zealand Sign Language is currently being recognised as the official third language in our society. These CDs have the potential to help a large number of children in our schools in the near future and a manual is being developed to help any teacher working in any school with a deaf child to create personalised materials.

### Other finalists

**Aranui Primary School** makes use of laptops for teachers, two data projectors and four video cameras to engage children in meaningful language activities through filmmaking. Telling their stories through film has given these bilingual students a voice beyond the capabilities of their

written language. The film media has proved a powerful means of communicating with parents and whanau who themselves have limited written language skills. Parents who were reluctant to come through the school door come to special assemblies to view their children's i-movies with pride. At the end of 2003, 1000 people from the local community turned up at a film festival featuring the children's productions from that year. This project has reduced truancy from 27% to 2% in just one year and increased the motivation of students to learn.

**Birkdale Intermediate School** has instigated new ways of working with children at the school to promote critical thinking, creativity and collaborative skills. The school has developed its first Quest problem-based learning resource with digital material of local interest, scanned newspaper articles, photos and interviews. The school is also in the early stages of a school-wide digital refurbishment with wireless internet connectivity, smart boards and multimedia rooms for children to work on authoring their own resources and presentations.

Children were lingering after school in the classrooms, reluctant to go home given the opportunity of composing their own music or editing their video.

A team of very fervent and ICT-competent young women at **Wellington Girls College** spent a morning introducing the judges to their pioneering project, Tech Angels. These Tech Angels attend courses in authoring software in their school holidays and then spend time working alongside teachers showing them how to use these applications to develop exciting digital resources for teaching. Tech Angels maintain the school website as well as designing their own pages, have been finalists in a number of national ICT competitions, and contribute to the community by helping on the Ministry of Education's TKI online learning site. We viewed promotional video material they have prepared in order to take this concept out into other schools and were most impressed with teachers' comments in interviews with these Tech Angels. Working collaboratively with a Tech Angel has taught them how to bring their teaching into the Information Age.

**Excellence in the Use of IT in a Not-for-Profit Organisation**  
**Joint Winners: Carers New Zealand and Horowhenua Library Trust**

**Judges' report**

The standard and appeal of the entries have been almost overwhelming, as most of the entries demonstrated innovative and creative use of technology to reach the level needed to be short-listed. Of these entries, two stood out based on their winning traits.

- **Horowhenua Library Trust-Koha** on its breadth of reach and push beyond conventional library systems.
- **Carers New Zealand** on its focus to provide richness in information to the people who are dedicating their time and effort in supporting the sick, frail, injured or disabled family member at home.

Both the entries presented compelling evidence in support of our government's strategy for knowledge management and the knowledge sharing outcomes achieved by both the entries will ensure better quality of life and better health for their constituents.

**Carers New Zealand**

**Technology Suppliers: Omnimedia, Mr Smith, Inspire, Webmate**

This entry confirms how a person's motivation, passion and determination contributes to a



**Jan Moss and Vaughan Thompson, Carers New Zealand.**

winning solution that supports a clearly defined group of people, who are caring for a sick, frail, injured or disabled family member(s) at home. This entry also brings to the attention of our government and our health sector the need to focus on the importance of promoting the role of family carers, and their contribution to New Zealand society. The provision of social facilitation as well as

access to otherwise "learn the hard way" know-how makes the CarersNet solution unique.

Often it is difficult to find an entry such as this, as the carers choose to forget the difficult past and move on with their life. The creative and cost-effective use of the technology to disseminate vast amounts of information and the links to relevant support organisation frameworks

within New Zealand and the supporting clinical information are a significant contribution to the social and health structures within New Zealand.

The dedication, quality of commitment and determination of these two women to share their experience and knowledge to target a needy community has created a winning entry that is highly commendable.



**Horowhenua Library Trust**

**Technology Supplier: Katipo Communications**

Horowhenua Library Trust: Koha, the Open Source library management system has been designed and implemented through a partnership model with a Wellington based business, Katipo Communications.

The need to transfer large amounts of information between parties within New Zealand and globally, the customisation required in order to reach more people,



Congratulations to the finalists in...

'Excellence in the Use of IT in a Not for Profit Organisation'



**Education: Tertiary, Commercial and Community**  
**Winner: New Plymouth District Council/Puke Ariki**



**Rosalie Blake (left) of the Horowhenua Library Trust.**

and to structure the information appropriately to be globally accessible while focusing on regional needs have played a major role in securing the new technology platform.

The quality of its commitment, enthusiasm to achieve a popular and effective environment have paid off, as the Trust is now receiving free software upgrades and ideas for enhancements from the open source global partners. The ease of access to the knowledge base created through this initiative and its ability to be reached by all the people of the Horowhenua is improving the intellectual wealth of the region.

**Other finalists**

The other two entries that were short listed, **Royal New Zealand Plunket Society** and the **CCS Mobility Parking Scheme**, also showed resourcefulness in the quality of their technology. Their commitment to achieve an efficient and effective working environment for their staff and users to access is highly commended. Both now have customised systems that are user friendly, can be accessed centrally bringing all their regions under one umbrella for easy monitoring and track of information and in a secure environment.



**Judges' report**

The Taranaki Information Network (TIN) is a project that was conceived and is managed by New Plymouth City Council's Puke Ariki. Puke Ariki is a ground-breaking regional knowledge centre where library, museum and visitor information centre are integrated to offer a comprehensive suite of visitor experiences.

The TIN was created to make the rich resources within Puke Ariki freely available to the remote, rural schools and libraries of Taranaki. The goals of the network were to tell the stories of Taranaki, allow free access to Puke Ariki's resources from one easy-to-use site, connect Taranaki to the world and the world to Taranaki, support the region's students and teachers with Taranaki-focused education resources, and to provide online access and contacts to the Teachers' Centre at Puke Ariki.

The judges felt that the network successfully integrates three critical community services into a well-structured, content-rich and comprehensive site that met all of its original objectives. The team went well beyond the development of a website to ensure schools and libraries in the region had a free dedicated PC for its access, high-speed internet connections, study guides for teachers, an opportunity to capture the heritage of the region and to enhance the resources already in the library. The judges were impressed with how the team worked on a complete solution, making sure access was freely available and there were no barriers for the community to learn more about their heritage and their region.

**Observations of other finalists:**

**Computers in Homes**

The Computers in Homes scheme provides opportunities for low-income families to access IT previously unavailable to them. The focus is on IT as an effective educational tool and on putting technology into the hands of those without access to it. Parents enter into an agreement with their children's school to receive a recycled Pentium computer, six months' free internet access, free training and technical support.



**Simon Pickford (back) from New Plymouth District Council's Puke Ariki.**

The judges also felt that this project exceeded its benefits far beyond its original objectives. The uptake by parents and their enthusiasm to learn more took all those involved in the project by surprise. For example, many of the parents had no qualifications and after attending the training course and using the internet, pursued education with a renewed confidence. The original focus of the project was to train parents on how to support their children with homework, however the added benefit of renewed enthusiasm from parents was overwhelming. The judges wish to commend Di Das and Barbara Craig for what they have achieved on a very limited budget.

**Auckland Regional Council: Understanding our Region ... from Classroom to Community**

The Communities Internet is the Auckland Regional Council's new spatial information portal. While its focus is to provide resources about the Auckland region for teachers

to use within the curriculum, it has been created for both schools and the wider community. The web-based resource has been built around a theme that is central to the region's sustainability, growth, transport issues and solutions.

The judges commend Tony Batistich on how he identified an opportunity to provide a valuable resource to the community, in particular secondary schools, and made it happen. The site is full of maps and images of the region that provide a deeper understanding of regional issues and stimulate inquiry on why the city has grown in the way that it has. It's definitely a site to visit for anyone who wishes to understand city growth and transport.

**CWA New Media: Digital Conversations**

CWA New Media developed the Digital Conversations programme to provide an opportunity for the "world to come into the classroom and community". It does this by organising experts to talk to

**Technology Suppliers: Computerland Taranaki, Datacom Systems**

students in over 100 schools via a videoconferencing network. The students have the opportunity to participate in the interactive discussion and to read more about the topic from supporting online materials.

The judges were impressed by the way that CWA New Media put this project together and the far-reaching benefits that it has for stimulating young minds and encouraging them to follow their dreams. For example the interview with Richard Taylor from Weta Studios went into depth on the design of Gollum — a successful New Zealander telling an exciting story that stirs the hearts of the listeners.

## Excellence in the Use of IT in a Small to Medium Enterprise Winner – P&A Construction

**Technology Suppliers:**  
Optel, iMC2, Webspeed

### Judges' report

P&A Construction has been busy building houses and apartment blocks in the Wellington region since 1999. The number of disparate construction sites and the number of building contractors has grown significantly in recent times, and the directors of P&A identified the need for an effective time-recording system to monitor and ultimately improve company performance.

In conjunction with software partners iMC2 and Webspeed, P&A Construction deployed dbonairtime® — a state-of-the-art mobile application, designed to provide real-time monitoring of a geographically spread workforce. This extremely cost-effective solution was sophisticated enough to provide detailed workforce analysis, yet simple enough to be used easily by P&A contractors on site.

The solution itself means data is collected quickly and easily in the field using a handheld device. This information then provides P&A management with the ability to assess real-time productivity and individual staff performance. This central source of data can be manipulated by P&A management, enabling it to re-deploy company resources quickly and effectively. At a more macro level, P&A can



**Phil Stewart, P&A Construction.**

also monitor project (and company) performance/profitability at any level of granularity. For a company that is more accustomed to designing and building large dwellings, P&A has shown true Kiwi innovation to deliver real financial benefits to the company. Its effective use of IT in a small to medium-sized

business environment makes P&A Construction a deserving recipient of this year's award.

### Other finalists

**Maximum Internet Ltd (Maxnet)** is an internet service provider based in Auckland. Maxnet is in the business of enabling the

businesses and people of New Zealand to communicate rapidly and efficiently via the internet.

Maxnet has developed in-house, an Enterprise Resource Planning (ERP) solution known as "STEM7" which integrates the key functions of every business unit within the organisation. Functions performed by STEM7 include sales, e-commerce, accounts receivable, CRM, distribution and aspects of network management.

STEM7 is a well-thought-out and extremely comprehensive solution. The system has evolved significantly over the last few years, providing an excellent technology platform on which to base a very strong and profitable business future.

**Red Rat Clothing** is an apparel retail chain catering to the teen and post-teen market, currently Auckland based. The business model offers branded products at good prices in unexpected locations.

Technology is employed to have each store online and integrated with a centralised customer database. The core business application is web-based and supports point of sale, CRM, inventory, staff analysis, sales analysis and stock take applications. The back office components

support budgeting, purchasing, inventory management, warehouse management and CRM. The system is built on a sound platform, supported by a small number of suppliers and provides an excellent fit to Red Rat's business requirements. Red Rat is a small company which has had the vision to leverage technology as a core part of its business strategy. This has enabled it to deliver a new concept in retail shopping that clearly differentiates it from their competition. This wise investment has provided the company with a very sound platform for future expansion.

### About the entrants

The judges' role this year was made far more difficult by the extremely high standard of entries. The most encouraging aspect for these three finalists was the fact that the resulting solutions were driven from inside the business. It was the vision and enthusiasm from the company directors that led to well-defined business requirements and well-tailored solutions — designed with maximum business value in mind.

We thank everyone for the hard work and effort put into the submissions, especially the finalists who took time from their busy schedules to meet with and present to the judging panel.

REPUBLIC★7546

Marketing Meeting  
Sales targets  
Leveraging opportunities  
Improved economies of scale  
Better business practices

2004

make this the year that you  
realise your potential.

**Microsoft**

Sponsor  
Computerworld  
Excellence  
Awards  
2004  
Excellence in the Use of IT in  
a Small to Medium Enterprise

Excellence in the Use of IT in a Small to Medium Enterprise.  
Microsoft New Zealand, proud sponsor of the Computerworld Excellence Awards 2004.

©2004 Microsoft Corporation. All rights reserved.