

# INFORMATION AND COMMUNICATIONS TECHNOLOGY

The Canberra Information and Communications Technology (ICT) sector is a competitive strength of the ACT economy, providing ICT services and expertise as well as enabling technology for the rest of Canberra's knowledge-based economy.

Canberra is home to over 1,000 ICT businesses which together employ around 8,000 people. The businesses range in size from multinationals, to medium sized international and Australian firms, right down to small and micro businesses.

At the core of the ICT industry strength is the Australian Government, which spends over A\$4 billion annually on ICT related products and services<sup>1</sup>. The size of this market, the need to understand it intimately and the tendency for governments to outsource ICT solutions, has provided a strong impetus for business development in the Canberra private sector.

The Australian e-Government Technology Cluster, based in Canberra and jointly sponsored by the ACT

Government and the National ICT Australia Centre of Excellence (NICTA), provides workshops, seminars and other events to promote the dissemination of e-government knowledge and encourage the establishment of new business contacts for cluster members.

NICTA's e-government demonstration laboratory in Canberra provides cluster members with an opportunity to undertake demonstration projects and showcase innovative ICT solutions for deployment in the government sector. NICTA plays a major role in the commercialisation of the developed technology it advances.

Canberra's tertiary institutions also have large ICT graduate and undergraduate ICT programs supporting a steady stream of talent to the local ICT sector.

CollabIT is an ICT industry development and support program jointly funded by the ACT Government and the Australian Information Industry Association. It is a technology cluster of local ICT

firms working across a wide range of technology platforms. CollabIT connects local SMEs to larger ICT companies and helping them work together on activities for mutual benefit, including participation in large procurement projects.

### **Case Study: Intelledox goes Global**

Determination and a large dose of tenacity are essential ingredients for budding entrepreneurs to succeed in business with an innovative product.

This was the case with ACT company, Intelledox, which has developed innovative software that is simple to use and provides elegantly constructed and excellent document management solutions for clients.

The ACT Government was the first government purchaser of the Intelledox software. With the assistance of government promotion, networking and general development support, Intelledox is now a multi-award winner and one of the most exciting and fastest growing ICT companies in the ACT.

<sup>1</sup> Review of Australian Government's Use of ICT, Sir Peter Gershon, 2008

# INFORMATION AND COMMUNICATIONS TECHNOLOGY CONTINUED

The Intelledox product range includes Intelledox™ – a leading automated document creation and output management solution – and Capabiliti™, one of Australia's leading learning management systems.

The company's solutions have now been adopted by Australian Government agencies, the ACT Government, and a range of blue chip customers across the financial services, logistics, property, manufacturing and utility sectors. Recent expansion into Asia, and distribution agreements in Canada, North America and the UK have contributed strongly to revenue growth. In addition, the company has recently announced support for tight integration with Microsoft's 'SharePoint' and HP's TRIM products.

**For further information contact:**

**[www.intelledox.com](http://www.intelledox.com)**

**[www.aiia.com.au/pages/  
collabitooverview.aspx](http://www.aiia.com.au/pages/collabitooverview.aspx)**

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*"With its initial backing, the ACT Government provided real endorsement of our software and support for the direction we are taking with our business. Despite the Global Financial Crisis, we have had an excellent year and continue to deploy and announce a number of other significant projects. We are optimistic about our future in Canberra."*

**Phil Williamson**

CEO

Intelledox