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ARU scrums down with CRM

The Australian Rugby Union has awarded StayinFront a contract to provide a Web-based CRM system. The system will support more than 450,000 customers and provide self-service access for more than 150,000 rugby players, 100,000 subscribers to ARU newsletters, fan clubs, and registered members.

The StayinFront products will be used to consolidate a number of databases and information silos, a spokesman said. "The ARU anticipates that by 2007 more than 70 per cent of information and offers will be sent electronically," the spokesman noted.

Feds cap contractor liability

The Federal Government has released a draft guide on capping liability for ICT contracts.

"The draft guide provides practical assistance to procurement officers on how to identify and manage risk in government ICT contracts, including sample clauses for ICT contracts," claimed Helen Coonan, Minister for Communications, IT, and the Arts. "Ultimately when the guide is finalised it will result in the capping of liability in the majority of government contracts."

The government has also released the outcome of a review of the Government ICT Framework, which is expected to bring uniformity across government contracts. Details of the review are available from www.agimo.gov.au

- The Victorian Government plans to alter its ICT procurement processes to allow contractors to retain ownership of intellectual property developed through the course of a contract.



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COMMS BITS

ACNielsen takes Aussie voice mail

Market information provider ACNielsen has implemented the MessageManager Exchange voice mail system from Australian company System Solutions. The system enables voice mails and faxes received at ACNielsen's HQ in the Sydney suburb of North Ryde to be delivered to employees' inboxes.

MessageManager Exchange Voice Mail is based on the VoiceXML markup language for voice applications, which enables it to support almost any telephony requirement, a spokesman claimed. www.syssol.com.au

Seek offers RSS for jobs info

The Seek employment Web site has launched a Really Simple Syndication (RSS) feed to provide job seekers with updates on employment opportunities. "RSS enables jobs to come to job seekers on their desktops or on other devices like PDAs to save time and allow job seekers to get the most up-to-date information on the job market when they want it," explained Seek's product director, John Finley. The RSS Job Feeds are available on Seek IT. <http://it.seek.com.au/>

ac3 upgrades Internet links

The Australian Centre for Advanced Computing and Communications has upgraded its main Internet link to 1G-bit/sec. A spokesman explained that ac3 has upgraded from Optus' ATM cloud technology to the carrier's latest Ethernet technology, which is delivered across a national MPLS network. www.ac3.edu.au

HWW powers TV on mobile phones

Australian media services company HWW has launched the myTV service, which allows mobile phone users to see a variety of content in a "TV-like" viewing mode. The service has been launched on the Telstra i-mode and Active services. Content for myTV is sourced from a number of providers, including the Australian Broadcasting Corporation and Australian Associated Press. Patents are pending for myTV in Australia and internationally. www.hww.com.au

engin opens VoIP net to People

Australian broadband phone company engin has entered a wholesale agreement through which it will provide People Telecom with access to its VoIP network. People Telecom intends to move all of its existing customers to engin's VoIP network and to make the service available to its ADSL customers from January 1, 2006.

"People Telecom customers will be given an engin VoIP phone number and will be able to make calls to, and receive calls from, any landline or mobile phone over their existing ADSL connections," a spokesman explained. www.peopletelecom.com.au

Veritel takes over OzEmail iBurst

Veritel, a subsidiary of BigAir Group, has taken over the management, support, and billing of OzEmail wireless — iBurst — customers. Big Air recently extended the closing date of its IPO to give newly acquired customers "the opportunity to invest". www.bigair.com.au