



Success Stories: Centre for IBM e-business Innovation

IBM's Innovation Centre

IBM's Sydney based centre for e-business Innovation is a purpose built environment for creative thinking, incubation and implementation for a wide range of e-business solutions.

The Centre was opened in November 2000 and currently employs more than 500 people.

The IBM e-business Innovation Centre was established in Sydney following a competitive analysis of alternative locations across the Asia Pacific. Sydney was chosen for a number of key business fundamentals and the support provided by the New South Wales and Australian Governments.

Australia has the highest availability of IT skills in the region and is ranked in the top 10 countries in the world for the availability of skilled labour, IT professionals, finance skills and engineers. Sydney is a thriving IT hub and is a magnet for information technology companies.

Key services include e-business systems and solutions, networks, systems management, e-business application software and application development. Maintenance services are also provided for clients in Australia and overseas.

Many e-innovation programs have been developed since the Centre first opened, including a Bank Branch Transformation system which delivers increased productivity, extended self-service, increased business-to-business opportunities, infrastructure enablement and network convergence.

The innovative IBM SecureID Demo was developed at the Centre to demonstrate IBM's smart card capabilities related to identity checking.

Other developments include IBM Testing Services, which introduces businesses to the best practices for automated testing services and Digital Video Surveillance. These services have the ability to monitor, manage and view video footage over an IP network for improved safety, security and management of assets.

"Not only does the Innovation Centre enable IBM to showcase its business and technology solutions in an accessible, dynamic environment, but it also serves as a delivery centre of excellence, providing clients in Australia and beyond with specialist skills and expertise to help them compete in a global economy," said Ian Ball, managing partner of IBM Global Business Services.

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