

Mitrais Updates Q4 2007

Software Development & OutSourcing Services



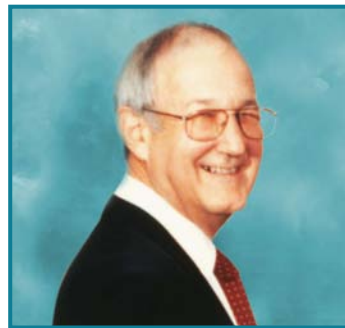
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Will Kevin Rudd visit us with Arnold Schwarzenegger - who knows!

Both are here as Bali hosts the United Nations Framework Convention on Climate Change (UNFCCC). The Convention will see more than 10,000 delegates from 189 countries gather to map out the future of the global climate treaty and how to intensify cuts in carbon emissions beyond 2012 when the Kyoto Protocol expires. Mitrais' Internet Service Provider is the chosen provider for the conference and will be provisioning a 3 megabit link for the event. Despite a shortage of hotel rooms, a very busy airport and the big demands on Bali's communications facilities which will accompany the event, Mitrais has been assured that its bandwidth will be maintained.

David Merson Joins Mitrais



David Merson, a pioneer and leading light of the Australian IT industry for the past twenty eight years, has become an advisor to the board of Mitrais. The legendary founder and long time CEO of software

giant Mincom Limited will work with former colleague and Mitrais CEO David Magson as the rapidly expanding software developer fast becomes one of South-East Asia's leading technology companies.

"Mitrais and Mincom have enjoyed a long standing and very successful business partnership right to this day and so joining the Mitrais team is a very comfortable thing for me to do," Mr Merson said. "And I am also excited at coming on-board with Mitrais at this important moment in the company's history just as it is poised for major growth in its key Australian and South-East Asian markets.

"Mitrais' combination of Australian-style IT management expertise together with Asian

productivity efficiencies means it is well placed to take advantage of the growing demand for outsourcing and off-shoring services around the Asia Pacific region," Merson said.

David Merson's presence at Mitrais is expected to open numerous doors and opportunities for Mitrais as the well-connected IT veteran remains a highly respected and influential figure in international technology circles. He currently serves on the board of ten companies and research bodies.

Commenting on the new addition to the Mitrais line-up, CEO David Magson said he was delighted to have an IT industry mover and pacesetter with the track record of David Merson bringing his outstanding talents and abilities to the company.

"I believe the presence of David Merson signals the start of a new era for Mitrais. David's impeccable credentials and stature in this business sends a strong signal to Australian and international markets regarding the quality of Mitrais as a company and its capacity to deliver excellence and value throughout our range of products and services," Magson said.



Kompi Appointed Senior Manager for International Clients

Gusti Putu Kompiang (Kompi) has been appointed senior manager for Mitrais' international clients. "I enjoy immensely working with Indonesian brightest and most talented young minds, serving wide range of domestic and international clients and I am looking forward to nurturing and sharing fruitful years to come with our international clients", Kompi said. Kompi has been with Mitrais for nearly eight years. Prior to his new position he managed a team of 20 staff who provided services to Mitrais largest Australian client.

Incom Balances Client Demands And Software Development Risk With Outsourcing Strategy

Incom, an Australian developer of risk management software systems, has confirmed the success of a business strategy to outsource software development. Following the successful release of its enhanced Enterprise Risk Register Version 2.5, which was developed by Mitrais, Incom has outsourced the development of other software products and ongoing technical support to the Indonesian company. A small company, Incom nevertheless provides information systems to industry leaders in Australia and internationally. It provided risk management software for the Department of Prime Minister and Cabinet for the APEC meetings held throughout 2007 in various Australian cities and culminating in the summit held in Sydney. Incom CEO and founder David Watson commends the outsourcing strategy to other small software companies. 'It is not just a cost advantage outsourcing to Mitrais. By doing so we complement our risk management software with Mitrais extensive skills in Microsoft's NET architecture and database skills. *Mitrais acts like a developer's developer, augmenting our ability to provide software solutions in the shortest time possible.*' As Mitrais has Microsoft Gold certification and a strong Australian association and customer base, we can ramp up quickly to address the needs of our customers for major projects using Mitrais development staff.

'Importantly we have been able to outsource development without putting our intellectual property at risk,' Mr. Watson said.

Mr Watson said many organisations are still trying to manage risks with spreadsheets and in doing so do not have a good overall view of their risk exposure and may be piling up reputation risk, financial risk, legal risk and more. Not only that but few risk management systems have in-built cost-effectiveness analysis.



Incom Off-shore Team: Herry, Aris, and Dzaki

Incom helps to move customers from single-user spreadsheet risk management to multi-user web-enabled database driven enterprise risk management in the shortest time and lowest cost by providing powerful tools that are simple to install, configure, train and use. The Enterprise Risk Register project drew on Mitrais' extensive skills in .NET, C# ASP.NET and SQL Server to enhance the software to support true n-tier architecture, Microsoft IE7, Vista, and .NET 2.0



Mitrais Blessing Ceremony

In keeping with Balinese custom Mitrais recently held a traditional blessing ceremony on November 14. 'Pagarwesi' day is celebrated every 210 days on the first Wednesday after the Saraswati day, a holy day to celebrate the day Goddess Saraswati give knowledge to mankind. 'Pagar' means fence and 'Wesi' means iron, so the Pagarwesi literally means 'iron fence'. The celebration reminds humans to strengthen their heart against evil and temptation using knowledge that was given by the Goddess Saraswati. Balinese also ask for spiritual guidance and protection on Pagarwesi day.

CRM System Helps FinancialLine To Grow

Peter Sarai knew that he would have to use the latest technology platform to build a customer relationship management (CRM) system that would embody industry-leading practices and support the scalable expansion of FinancialLine, the financial planning group of which he is managing director.

Microsoft's .NET represented the latest technology but few IT developers in Australia were skilled in its use. The alternative was to commission development using open source software, which was not seen as offering the benefits of .NET but for which there was ample expertise.

"So, we decided to use the .NET platform and to outsource development of the system to Mitrais," Mr.Sarai said.

Five years on FinancialLine has recently commissioned enhancements to its CRM system to meet the ongoing needs of a very information-savvy and mature client base, as well as the firm's advisory staff.

The system, called Evolution, operates on a 24x7 basis and allows clients and advisors to access portfolios and to manage investment strategies. It is also the foundation for good management of the practice and for the legislative compliance now demanded in the Australian financial services sector.

To support a corporate expansion, Peter Sarai said "we needed a system which would enable complete control of our practice, clients and staff, including compliance

and marketing. We wanted to be able to use the system anywhere there was an internet connection." Our research indicated that other parties could not change or upgrade software as quickly as we required, to provide the level of service we believe is necessary to services our clients.



Peter Sarai and The Mitrais team

"We envisaged a new system which, in order to be enterprise-wide and be scalable to any number of offices, would have to be faster, offer new levels of security and be modular in design. As such, it would embody our own intellectual property. It was clear the system would have to use the latest technology," Mr Sarai said. While information technology is pivotal to FinancialLine's ongoing success and growth, like many companies of similar size, its strategy is to outsource major systems



Theo's presentation to Indonesian Minister of Communications and Informations

Mitrais Employee Wins 2007 Indonesia ICT Awards

Mitrais staff member Theodorus Christian has been recognised in the prestigious Indonesia ICT Awards 2007 for his design of a wireless point of sale application for the food service industry. The application will speed up service time and increase revenue. His win saw Theodorus also appointed to represent Indonesia in the Asia Pacific Information and Communication Technology Alliances Awards, held last late month in Singapore.

development initiatives under the auspices of a project manager who is part of a small internal team responsible for IT.

As the first step towards the development of Evolution, FinancialLine commissioned an audit of the functionality of its existing system and the development of specifications for its replacement.

The technology came down to a choice between open source software and Microsoft's .NET platform. The recommendation for .NET required the company to look beyond Australia for the .NET skills which were in short supply because of the newness of the platform.

The company's manager in charge of the Evolution project was well acquainted with Mitrais as a result of development that it had undertaken for the major enterprise resource planning (ERP) software company, Brisbane-headquartered Mincom.

Having satisfied itself of Mitrais' credentials and ability to undertake the development of Evolution, FinancialLine commissioned the project on a fixed time/cost basis.

The close geographic proximity of Bali made Mitrais a more attractive proposition for an Australian company than development in India. "It would have cost some 30 percent more to have undertaken the same project in Australia, assuming that sufficient .NET developers were available." On the other hand, had open source software been an acceptable platform we could have undertaken development in Australia. However the price would have been the same as it ultimately cost to have Mitrais to develop Evolution on

a .NET platform," Mr Sarai said. At an operational level, he says that having an in-house project manager was a reassurance that a fixed price project would work. Daily, online reporting underpinned this confidence as the project proceeded. Software modules were downloaded from Bali to a development server in Brisbane and tested module by module. The system now supports FinancialLine offices in Melbourne and the central Queensland coastal city of Bundaberg.



Bali 'captures the imagination'

Positive comments are pouring in about the photographs that Mitrais uses in its marketing campaign. Mitrais employs pictures about Bali taken by its own staff to 'capture the imagination' quickly. One staff member, software engineer Made Yudistira (pictured above) is also the Silver Winner of 2007 Garuda Photography Competition. He is participating in Mitrais internal photography competition this year.

(<http://garudamagazine.com/photocompetition.php>)

AT Kearney Report Underscores Expanded Mitrais Graduate Program

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Mitrais has ramped up its graduate induction program to meet a predicted growth in demand for development and outsourced services from Australian companies. This comes as consulting firm A.T.Kearney's 2007 Global Services Location Index says that the wage-cost advantage of offshoring development will continue for 20 or more years.

The Global Services Location Index is a list of 50 locations worldwide that provide the most common remote functions, including IT services and support, contact centres and back-office support. While it is still behind India and China in the past two years *Indonesia has nevertheless risen from 13 to six in the rankings. Its aggregate score was measured against financial attractiveness, people and skills availability and the business environment.* Mitrais CEO David Magson says "the Kearney Index vindicated our decision to increase the number of IT graduates from Indonesian universities that we train in our internal 3 month induction program so we could meet the growing demand from Australian companies for our development expertise." In 2006 Mitrais moved from ad hoc recruitment of graduate software engineers to batch intakes into a special 3 month induction course which is run on a regular scheduled basis.

The graduates are trained in the Software Engineer Body of Knowledge, introductory project management, English, presentation skills and hard



technical skills including J2EE, C# and some legacy languages. Graduates undertake 520 hours of classroom training and a trial development project. 60 graduates have been recruited in 2007 and this is planned to double to 120 in 2008.

About Mitrais

Mitrais (www.mitrais.com) was established in 2000 to develop excellence in software development using Indonesia as a base of operations. The Mitrais goal is to become a leading near shore provider to Australian software developers and a leading player in the Indonesia domestic market. Today Mitrais has more than 80 clients and employs more than 200 staff in offices in Bali, Jakarta and Singapore. From the outset Mitrais has focused on building long term high trust relationships. We understand that the objective of each of our clients is to improve their bottom line and to produce more value. We build solutions that deliver on these goals and strengthen the capacity of each client to compete.

