EXPANDING
WHAT'S POSSIBLE

CSC

CSC

WHO
ARE WE?

CSC is a global leader in providing technology-enabled business solutions and services.

CSC is one of the world's leading consulting and information technology services firms.

With a 48-year track record of delivering business results to clients worldwide, we have earned a reputation for developing and managing solutions that help organisations in many industries achieve their business goals.

Headquartered in Virginia, USA, CSC is registered to do business in 61 countries.

We have 90,000 employees around the world and our annual revenues exceed US$17.1 billion.

CSC Australia was established in 1970. It is the fastest growing IT services organisation in Australia and is now a $1.1 billion company. We have offices in every mainland capital city and employ approximately 3,700 people.

We are a well-established, tier one IT services supplier in Australia. Our success is based on a culture of working collaboratively with clients to develop innovative technology strategies and solutions that address their specific business challenges.

Our greatest resource is the combined education, real world experience and capabilities of our professional staff.

WHAT DO WE DO?

WHY CSC?

We offer a broad range of services, from technology and business consulting to systems integration and outsourcing.

Outsourcing
By managing and maintaining IT infrastructures, applications, business processes and systems in a way that improves service levels and reduces costs, we help clients to build and sustain a competitive edge. Our services span every requirement: network operations, web and applications hosting, business process outsourcing, data centres, security, hardware and applications management, storage and more.

Systems development and integration
We work with clients to design, build and integrate applications and systems that achieve their strategic objectives. Our commitment to accurate scoping, good governance and delivery of business benefits has won industry awards and customer loyalty. Our services include application development and deployment, systems integration and network planning.

Consulting
CSC's consulting expertise helps organisations to take advantage of new business opportunities and optimise current business performance. Our portfolio covers everything from strategy and business process design to performance and service level management, customer management, supply chain, enterprise solutions, knowledge management, governance structuring, IT architecture, information security, business change and business continuity. We combine these services with in-depth knowledge of many industries, including Manufacturing, Natural Resources, Government and Health.

Our Approach
At CSC, we believe that each client is unique, and that each client's conception of value will change over time. New conditions will prevail, new priorities will emerge and new technologies will become affordable. Sustaining value, once it is created, is key.

To do that, CSC delivers a custom approach specifically designed with your business in mind. We build flexibility right into our solutions that spans not just hardware and software, but all the elements of work, all the complex facets of providing service – from contract terms to risk analysis, knowledge management to security services.

So it's not just what CSC does for you that delivers results. It's also how, when and where we do it to achieve the best total solution for your business.

We are proven industry leaders
For nearly 50 years, some of the world's largest organisations have trusted us to get the job done. In Australia we are a tier 1 provider in Natural Resources, Defence and Government.

We have a huge network of truly global, consistent solutions
We apply standardised processes to every one of CSC's many international resources, from our global skills pool to our network of operating centres. So clients know they can trust us to deliver a high quality solution every time, whether we are drawing on resources from the UK, Australia or anywhere between.

We deliver what we promise-no excuses
We know that organisations rely on our solutions for their business success. Clients know that, whatever happens, we will do everything possible to deliver the agreed solution at the agreed time so we never hold them back.

We offer the highest quality, most flexible end-to-end outsourcing
Our integrated outsourcing framework for applications and infrastructure services is based on the highest levels of ITIL accreditation in Australia and is as flexible as it gets. This means we can keep costs low and service levels high while providing clients with seamless, 'mix and match' service delivery.

We have outstanding SAP credentials
A certified SAP Advanced Global Partner, we bring 25 years of SAP experience to every SAP solution. We have the largest number of permanently employed SAP professionals in Australia.

We are vendor and platform neutral
With no software or hardware affiliations, we build solutions around business requirements, not technology trends. Whatever their needs, clients trust us to recommend the most appropriate best-of-breed hardware, software and services.

We know our clients as well as we know ourselves
From mining companies to defence forces, we have clients who have worked with us for years. We get to know them so well that we can offer solutions before problems happen.

We apply practical innovation every day
We thrive on exploring new ideas and creating inventive solutions and have a track record to prove it. We apply this approach to our activities all the time, whether we are devising a solution or advising on a technology trend.

We have a unique portfolio of intangible assets
From best practice proprietary methodologies such as Catalyst to change leadership courses for managers, we have invested in many programs, processes and tools that clients never see but that play a big role in our delivery of high quality services.

INDUSTRIES

We help clients in a wide range of industries to meet complex business challenges and achieve their goals.

Globally, CSC has a long history with the following sectors:

- Chemical and Energy
- Financial Services
- Health Services
- Manufacturing
- Natural Resources
- Public Sector
- Technology/Consumer.

CSC's global structure and networks means CSC Australia has access to all the resulting industry-specific knowledge, tools and resources. We frequently assemble global teams for Australian clients and regularly mine CSC's global knowledge base.

In Australia, CSC has particular expertise in six industries.

Defence: Since 1975, our Defence team has delivered many large, complex operational and non-operational defence systems, including the S-70B Seahawk helicopter, Electronic Warfare Training System and P3-C aircraft. CSC has been a member of the Defence Industrial Security Program (DISP) since 1974; we currently hold a Facility Clearance for several premises around Australia.

Financial Services: CSC provides software and services to one third of the world's Top 50 banks and two thirds of the world's insurers. For 35 years, we have leveraged CSC's global experience to help companies such as AMP, Allianz, GE and QBE meet market challenges in Australia.

Health: We are drawing on CSC's experience with the UK's health system and France's national health card to help the Australian Government implement a national health infrastructure. Our e-health, outsourcing, security and privacy expertise will help our health services to better manage the impact of an ageing population on stretched resources.

Manufacturing: CSC has more than 10 years' experience helping large manufacturers such as BlueScope Steel, OneSteel and Alcoa to stay competitive in a rapidly changing global marketplace. Our people understand the 24/7 nature of the production environment and are experienced in the safety culture required by remote and hazardous environments.

Natural Resources: CSC is Australia's number one IT service provider in this sector. We work with some of Australia's largest natural resources companies, creating automated solutions, remote monitoring, knowledge management and expert systems. Our teams include mining industry veterans who understand the sector's unique pressures. Among others, we work with BHP Billiton, Rio Tinto, Xstrata, Woodside Petroleum, Western Power and Newmont Mining.

Public Sector: CSC has more than 25 years' experience supporting the Australian Federal Government across many portfolios, including Immigration, Human Services and the Electoral Commission. We also have a long track record with State Governments e.g. we have supported mission-critical systems in Western Australia since 1994.

INNOVATION AND INGENUITY

OUR PEOPLE

Practical innovation and ingenuity are embedded in our everyday business. Our approach is formalised in the programs offered by the CSC Office of Innovation. These enable us to put our collective ingenuity to work for clients and to share our collective knowledge with them. The programs include:

Leading Edge Forum – Executive Forum www.lef.csc.com
A global strategic program that offers innovative thought leadership to senior executives via a retainer-based service. It provides access to research, topical conferences, information exchanges and advisory services.

Leading Edge Forum – Technology Program www.csc.com/lef
This program provides clients with opportunities to examine timely technology topics and explore innovative initiatives through CSC's technology experts, research centres, alliance programs and events. It also encourages CSC technologists to explore emerging technologies in joint projects with clients.

Industry insights www.csc.com/insights
CSC's experts provide insights into timely, business-focused innovation and technology topics with a range of publications and activities that include white papers, study tours, features, surveys, books, blogs, podcasts, videos and award-winning client magazines.

Centers of Excellence www.csc.com/lef
Spread across the world, the Centers are used by the whole CSC community to explore and test new solutions. They provide our clients with maximum innovation and results for minimum investment. Each Center is dedicated to a specific industry sector or discipline, with designated subject matter experts and facilities. The Natural Resources Center of Excellence in Melbourne, for example, gives clients access to 30 experts in everything from mine IT planning to remote communications and logistics.

Innovation Centers www.csc.com/aboutus/leadingedgeforum/mds/mds502/
These technologically advanced, global facilities include a Center in Sydney. They provide conference facilities, a solutions display and demonstration area and a workshop for prototyping solutions.

For more information about the Office of Innovation and its programs, visit www.csc.com/aboutus/officeofinnovation.shtml

As individuals, we adhere to CSC's values:

- We believe in the power of collaboration
- We respect diverse perspectives
- We encourage unconventional thinking
- We stand on our integrity
- We embrace responsibility
- We commit to client partnerships
- We take pride in our people.

As a company, we treat everyone with respect: employees, suppliers, business partners and clients. We value diversity and aim for the highest standards of ethical conduct.

Graduate Program
Some of Australia's brightest technology and business graduates are part of our Graduate Program. They are attracted by CSC's global approach to project teaming, flexible working practices, tailored career planning process and professional development opportunities.

Career development and retention
CSC is dedicated to providing employees with opportunities to develop the knowledge and skills necessary to grow and succeed in their careers.

The vast array of career opportunities is the key reason talented people are attracted to CSC. Our global environment enables interesting work experiences for our employees and opportunities for lifelong learning.

Our workforce demographic represents the rich diversity and experience of our employees, with 20% aged in their 20s, 35% in their 30s and 45% over 40 years old.

Providing ways to learn, grow, and explore new and challenging opportunities contributes to CSC's ability to retain a motivated, knowledgeable workforce.

In 2006, our continued strategic investment in our people's future earned CSC Australia national recognition as an organisation that demonstrates excellence in people management by the Australian Human Resources Institute (AHRI).

Our approach to employee career development and learning has also earned regular international awards, including the BEST award, given by the American Society for Training and Development (ASTD).

All these factors contribute to CSC Australia's low attrition rate of less than 13%, which is below the Australian industry benchmark.

Transitioning staff
Our well-defined transition program addresses the emotional as well as the business aspects of change and recognises that individual concerns must be addressed first.

CSC enjoys an acceptance rate of higher than 96% – sometimes 100% – by potential employee transfers. In Australia, we have transitioned thousands of staff through more than 20 acquisitions, technology partnerships and outsourcing contracts. Globally, 31,000 technology professionals have transferred into CSC over the past decade.

OUR COMMUNITY

We take our many community responsibilities very seriously and have a comprehensive program of Corporate Social Responsibility (CSR) activities. With employees throughout Australia, our CSR activities are regional as well as national.

Environment

We aim to minimise the impact CSC's operations and services have on the environment and are proud to be leaders in Green IT. In 2007, CSC was ranked #2 outsourcer in Brown-Wilson Group's Black Book Green 50 global survey.

GREEN WAY™: In Australia, CSC's GREEN WAY™ program aims to reduce our per-person CO2 equivalent emissions by 25% from 2007 levels. Our key target areas for carbon emission reduction are internal client servers, office electricity consumption and business-related air travel.

Our internal communications campaign promotes individual 'green' awareness. Measures include inviting staff suggestions for GREEN WAY™ and an inter-region energy reduction competition that has helped to reduce consumption by 11%.

Energy efficiency: We are using energy-efficient measures such as cube technology, innovative computer room design, power consumption reduction devices, passive lighting and tele-presence technologies.

Green facilities: Our new Australian facilities have a minimum 4 Star (Green Star Certified) rating and we are undertaking Green Star audits of existing premises. We are also working to reduce emissions from the IT equipment that supports our clients to help them reduce their carbon footprints.

Recycling: Our longstanding policy includes mobile phone recycling facilities, document recycling bins, an office furniture recycling program and third party recycling of old IT assets.

Giving

We want to help improve the communities where we and our clients operate. Every three years, CSC staff vote for the charities they would like us to support through corporate funding, employee donation matching, staff donations and volunteering. Our contributions increase every year. From 2008-2011, the three charities we are supporting nationally are:

Cancer Council: The Cancer Council provides advice on cancer prevention and detection and advocates for cancer patients' rights. CSC staff take part in events such as the Biggest Morning Tea, for which CSC has been the largest corporate sponsor for the past three years.

Beyond Blue: Each month, half a million working days are lost to depression in Australia. CSC helps raise awareness and understanding of depression by supporting this national initiative, which aims to increase the capacity of the broader Australian community to prevent depression and respond effectively.

Royal Flying Doctor Service of Australia: The RFDS provides aeromedical emergency and primary health care services to 240,000 patients in regional and remote Australia. CSC staff support this work through fund-raisers such as the annual Tour Down Under fitness program.

CSC staff also regularly support fundraisers for other good causes, like the Sydney to the Gong (MS Australia) and Around the Bay (The Smith Family) bike rides.

OUR FINANCIAL DATA

OUR SUCCESS STORIES

CSC

Global

	2008	2007	2006	2005	2004
Total Revenue	US$17.1 billion	US$14.9* billion	US$14.4 billion	US$14.1 billion	US$13.4 billion
Earnings (before tax)	US$606.3 million	US$917.0* million			

*Restated

Australia

	2008	2007	2006	2005	2004
Total Revenue	A$1.1 billion	A$1 billion	A$913 million	A$675 million	A$766 million
Earnings (before interest, tax and abnormal items)	A$69.0 million	A$59 million	A$55 million		

Defence

Australian Defence Force: CSC has supported the Australian Defence Organisation since 1975 on projects such as the Joint Command Support Environment integration, S-70B Seahawk and Super Sea Sprite helicopters, RAN communications upgrade and ROMAN (SAP) financial management systems upgrade.

U.S. Army: A CSC program is helping the US Army to have the right equipment in the right place at the right time by providing comprehensive lifecycle information about every weapon.

Financial Services

Allianz Australia: In 2007, Allianz extended this ten year relationship by renewing our contract to provide infrastructure support for mainframes, mid-range systems, LANs and 3000 desktops.

AMP: In one of the longest-running IT outsourcing relationships in Australia, CSC has supported AMP since 1993. In 2006, AMP signed a further four year agreement with CSC.

Health

UK National Health Service: CSC is working on the Connecting for Health program. This includes an integrated electronic care record system supporting 25 million people.

US Centres for Medicare and Medicaid Services: CSC is providing a range of IT services as part of a team rolling out a new national prescription drug benefit plan.

For more examples, see **www.csc.com/casestudies**

Manufacturing

BlueScope Steel: CSC Australia is the largest provider of IT services across Asia, New Zealand and North America for this industry leader. In 2007 BlueScope extended the relationship with a $480M contract.

OneSteel: In 2006 this steel specialist chose to continue its five year partnership with CSC by extending our IT services arrangement for up to five years more in a $50M contract.

Natural Resources

BHP Billiton: In 2000, CSC acquired BHP IT and agreed to provide a full range of IT services to BHP. In 2007 the contract for application services was extended.

Newmont Mining Corporation: Since 2006, CSC has managed the technology needs of the global shared services and regional mines for this Australian gold mining company, which operates on five continents.

Public Sector

Department of Immigration and Citizenship: CSC has worked with DIAC for a decade under the Cluster 3 Federal Government contract. In 2008 DIAC renewed the contract for another two years.

Water Corporation: In 2007, a new $190M agreement with this leading Western Australian water service provider extended our decade-long relationship by up to 10 more years.

OUR CREDENTIALS

Certifications – quality

AS/NZS ISO 9001:2000

CSC Australia's Quality Management System complies with this standard, which applies to the design, development, implementation, management and support of technology solutions.

ISO/IEC20000-1:2005 (AS8018.1:2004)

CSC Australia was the first major IT outsourcing organisation to achieve certification to both these ITIL based standards, which apply to the development, deployment and provision of managed IT infrastructure services to internal and external clients.

Certifications and rankings – partners

Through CSC's Global Alliances program, we have built strong relationships with the world's leading business and technology companies so we can bring innovation from the marketplace to our clients. These relationships are formalised in a number of partner certifications and rankings, including:

- Certified SAP Global Hosting Partner, Advanced Level
- SAP partner for Implementation Services, Global Service, Industry Solutions, ESA/SOA Adoption Program, Development and Ramp Up, Special Expertise, NetWeaver, Testing, Migration
- Gold Certified Cisco Partner
- Gold Certified Microsoft Partner
- Certified Oracle Advantage Partner
- IBM Premier Business Partner
- HP Premier Global Outsourcer and Platinum Partner One Partner
- Sun Microsystems Elite Partner.

International awards and rankings

CSC is consistently ranked as one of the world's top IT services companies and has received numerous awards for achievements in business and technology, most recently:

- SAP: Partner-Customer Award for Excellence, Best Upgrade, Australia, July 2008
- Gartner: Leaders, Magic Quadrant for Managed and Professional Network Service Providers, USA, May 2008
- VARBusiness: North America's Top Solutions Providers, #4, May 2008
- Fortune: Fortune 500 America's Largest Companies, #170, May 2008
- Fortune: Fortune 500 Information Technology Services, #3, May 2008
- Forbes: Forbes Global 2000, #720, April 2008
- Gartner: Leaders, Magic Quadrant for Desktop Outsourcing Services, USA, February 2008
- Gartner: Leaders, Magic Quadrant for Helpdesk Outsourcing, USA, February 2008
- Information Age: Top 10 Best Providers of Outsourced Infrastructure Services, #3, December 7, 2007

- Forrester: Leaders, WAVES, SAP Implementation Providers, December 2007
- Gartner: Leaders, Magic Quadrant for Data Center Outsourcing Services, Western Europe, December 2007
- American Banker: Top 25 Enterprise Technology Vendors in Financial Services, November 2007
- Gartner: Strong Positive, MarketScope for Data Center Outsourcing, USA, October 2007
- Gartner: Leaders, Magic Quadrant for ERP Service Providers, USA, September 2007
- Information Week: Top 250 Innovators, Leading Users of Business Technology, #90, September 2007
- Government Executive: Top 200 Federal Contractors, #14, August 2007
- Forrester: Leaders, WAVES, European Remote Infrastructure Management, September 2007
- Washington Technology: Top 100 Federal Prime Contractors, #11, May 2007
- Gartner: Leaders, Magic Quadrant for Help Desk Outsourcing, Western Europe, February 2007.

OUR MILESTONES – CSC AUSTRALIA

1959-2005

1959 Computer Sciences Corporation founded.

1970 CSC Australia begins operation.

1975 CSC Australia wins Australian Navy contract.

1993 CSC Australia becomes a wholly-owned subsidiary of CSC.

1998 CSC Australia awarded $160M Australian Federal Government Cluster 3 contract.

1999 CSC Australia acquires GE Capital IT Solutions.

CSC Australia awarded Powercor-CitiPower contract.

2000 CSC Australia acquires BHP IT.

2002 Australian Federal Government Cluster 3 contract extended with CSC Australia.

2003 WA Justice re-signs with CSC Australia.

WA Police re-signs with CSC Australia.

2004 CSC Australia wins $50M Allianz contract.

CSC Australia awarded RAN infrastructure contract.

2005 CSC Australia awarded Dun & Bradstreet contract.

2006-2008

2006 CSC wins Newmont Mining contract.

CSC secures contract extensions with: Department of Immigration (DIMA), Australian Electoral Commission, AMP, OneSteel, Powercor-Citipower.

CSC Australia becomes first large Australian outsourcer to be AS8018.1-2004 certified.

CSC Australia wins International Customer Service Professionals award.

2007 CSC Australia passes $1 billion revenue milestone.

BHP Billiton extends applications services agreement with CSC Australia.

CSC Australia launches GREEN WAY™ program.

CSC Australia renews contracts with: Allianz, Water Corporation, BlueScope Steel, Woodside.

2008 CSC named Certified Global SAP Hosting Partner.

CSC wins $110 million contract extension with Department of Immigration and Citizenship.

CSC signs $11.8 million IT support contract and $15.4 mmillion IT services contract with Western Power.

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