

Media Release

SuperChoice makes major infrastructure investment to support continued growth in superannuation e-commerce transaction volumes

Sydney, Wednesday 28 October 2009: SuperChoice, Australia's leading superannuation exchange, today announced a massive infrastructure upgrade. The combination of technologies means that SuperChoice now has the capacity to easily accommodate the superannuation processing needs of the entire working population of 11 million Australians.

The state-of-the-art technology upgrade was made to support continued growth in e-commerce transaction volumes through the SuperChoice service and to ensure the highest possible availability, reliability and security for SuperChoice customers.

Peter Philip, Chief Executive of SuperChoice said, "We are on track to exceed two million members on SuperChoice this year and see growth accelerating in the next 18 months driven by an increased demand for online superannuation contribution processing."

"We pride ourselves on having market leading performance standards and this upgrade will ensure that we not only maintain, but improve the speed, reliability and uptime of our online services," added Philip.

The upgrade, the cost of which was in excess of \$1 million, amplifies SuperChoice's readiness for increased server traffic and strengthens fault tolerance, load balancing and scalability capacity. The investment involves an upgrade of the underlining software, hardware and communications technology including secure Macquarie hosted, 'always-on', servers and powerful Oracle databases.

The technology provides optimal performance and expandability for increased productivity and future innovations. The servers are four times faster than previously and will enable new servers to be added seamlessly while reducing down time to virtually zero.

The capacity of the new infrastructure has been extensively tested to handle the contribution volumes necessary to offer an online contribution service to the bulk of Australian businesses, even when high peak period demands are factored in.

The new infrastructure has been extensively tested to confirm its ability to handle 12 times the peak processing experienced by SuperChoice on 30th June 2009 and could now theoretically manage the contribution processing volume of the entire Australian working population on the busiest contribution day of the year.



“Superannuation contribution processing has very high peak loads at key times of the year, for example on June 30,” said Philip, “we need to be able to handle those peak loads so that employers can get member contributions get through at these critical times.”

SuperChoice client, Andrew Godfrey, Chief Operating Officer – Outsourcing at Mercer said, “It is investments like this in future capacity that reaffirm that Mercer made the right choice to partner with SuperChoice in providing market-leading online employer capabilities to our fund and employer clients.”

Mr Godfrey continued, “Mercer are continually trying to improve the level of e-commerce service to employers and this latest upgrade will further increase our ability to service our customers for years to come.”

Colin Futeran, General Manager of Red Rock Consulting who was integral to the selection and implementation process of the new databases said, “SuperChoice’s selection of Oracle RAC with Oracle Database 11g, has enabled their databases to run across a cluster of servers, providing unbeatable fault tolerance, performance, and scalability with no application changes necessary. Their databases can now provide continuous 24/7 availability with no downtime.”

Mr Futeran continued, “This technology upgrade has resulted in improvements to SuperChoice’s overall delivery time and efficiency of superannuation contributions, it is a great example of the latest technology making a real difference to an organisation.”

As part of this upgrade, SuperChoice migrated to the Macquarie Data Centre earlier this year which is the most highly certified data centre in Australia, being certified to ISO 27001, ASIO T4 and DSD Gateway in line with the highest standard of Industry and Federal Government accreditations.

Mr Philip, said “We believe this investment puts SuperChoice at the forefront of e-commerce capabilities and is consistent with our vision to continue to innovate our software to meet the changing needs of the industry and lead with the best technology available.”

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Notes to the editor:

About SuperChoice

SuperChoice has grown to become Australia's leading superannuation exchange and superannuation contribution service. The service is on track to handle nearly 20 million default and choice contributions made by over 50,000 employers on behalf of 1.75 million employees this year. This represents around 20% of all employer superannuation contributions made Australia-wide.

SuperChoice provides a white-labelled, web-based software for many leading superannuation providers such as AMP, ANZ, ASGARD Wealth Solutions, AXA, Equity Trustees, IBM | Russell, ING, IOOF, Future Plus, Mercer and AAS-administered funds such as REST and CARE Super, that allows employers to make online super contributions.

SuperChoice's vision is to completely automate superannuation contribution transaction and information processing in order to deliver over \$1 billion per annum of industry cost savings and enhanced customer service. For more information, please visit www.superChoice.com.au

About Red Rock Consulting

Red Rock Consulting (Red Rock) is a wholly owned subsidiary of UXC and is the largest independent Oracle Consulting organisation in Australia and New Zealand.

Red Rock Consulting was founded in 1998 as a systems integrator (SI) for the Oracle E-Business Suite and is an Oracle Certified Advantage Partner. Red Rock has received various Oracle awards for their proven ability as an organisation to implement, upgrade, extend and manage Oracle's suite of applications and technology.

Red Rock provides a complete service continuum around Oracle, PeopleSoft, JD Edwards and SQL Server from sales, planning, design, implementation, project management and support. They have offices in Sydney, Melbourne, Canberra, Brisbane, Adelaide, Wellington and Auckland, as well as a support centre that services over 125 clients located across 5 countries. With now over 400 expert consultants and a pool of specialists for niche requirements, Red Rock continues to enjoy rapid growth. For more information, please visit www.redrock.net.au.