

Our Competencies

Management and industry expertise

- Internet Integration
- Hospitality, Retail and Transport
- Banking and Finance
- Project Management
- Contact Centre Implementation and Development

Technology expertise

- Microsoft technologies (ActiveX, ASP, VB Script, IIS, Site Server)
- IBM Websphere (Java based application development)
- Java Servlets
- Cold Fusion
- Lotus Domino
- Online Payment Gateways
- XML

Why choose Biko?

Owner participation in every project

When selecting Biko as a supplier you know that either Julian Bish or Greg Kowalski will oversee your project and that they have a greater amount of focus on you as a client and the outcome of the project simply because they are Biko company owners.

Solid track record

We are extremely proud of our delivery track record. We believe this to be an asset that is difficult for most of our competitors to match. Should you select Biko you will know that sustaining this track record is paramount in our commitments, planning and how we do business.

We bring business value not just technology

Our breadth of pragmatic commercial experience across multiple industries and clients allows us to add business value to your projects at the same time as we are integrating the technology.

Outstanding expertise in Internet integration technology

Because we focused early and have an in-depth R&D type understanding of software, we have a unique ability to deliver solutions and services across a broad range Internet integration technologies.

Biko Technologies Pty Ltd

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■ <http://www.biko.com.au>



Executive Summary

Who is Biko

Biko is

- A flexible, enlightened, successful, second generation Internet solutions integrator.
- We help our clients defend their market positions and lower their costs while providing greater customer satisfaction.
- We provide the real Internet integration within and between companies which delivers real value.
- This is the “**hard stuff**” and we do it **well!**

We believe our success is due to

- Our flexibility and our ‘feet on the ground’ approach.
- Our efficient business practices designed to minimise project risks.
- The unique relationships we enjoy with our clients.
- Our people.

What we do

Many companies have established a presence on the Internet through relatively simple web page development.

We find that many of these companies are having difficulty realising business value from these early efforts. One of the primary reasons for this is that these web pages are not sufficiently integrated with internal operational systems.

Our work is focused in this area of internal integration. This helps our clients simplify inventory, fulfilment and sales processes.

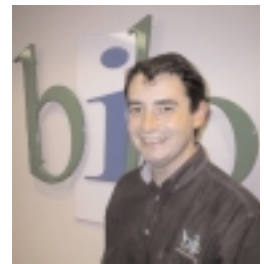
At the same time, we provide appropriate platforms and solutions so our clients can effectively communicate with their customers and suppliers – and move to the next steps in creating value from the Internet.

Our People

Julian Bish, Managing Director and Greg Kowalski, Director of Technology founded Biko Technologies Pty Ltd in early 2000. Biko's additional staff specialise in Internet integration technologies, project management and customer support.

Julian Bish

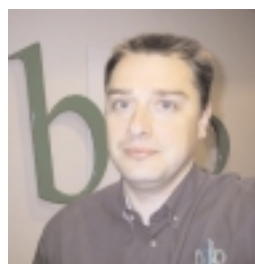
Julian Bish joined forces with Greg Kowalski to form a business to address a growing need to integrate corporate web presence with back-end legacy systems and databases.



Julian has more than 16 years experience in the IT sector in general management, technical and senior consulting roles.

This experience spans call centre development, large multi-national systems integration, systems development project management and corporate commercial accountability for retail Internet websites.

Greg Kowalski



Greg Kowalski also has more than 16 years of international IT experience gained in the USA, Europe, Japan and Australia. He has a Masters Degree in computer science and significant experience in technical R&D and the commercialisation of new software products.

Greg focused on Web related technologies very early in the Internet evolution giving Biko a head start in the new technologies. He has been instrumental in delivering banking, online travel reservation and many other Internet solutions to secure business to business e-commerce for his employers and clients alike.



How we work

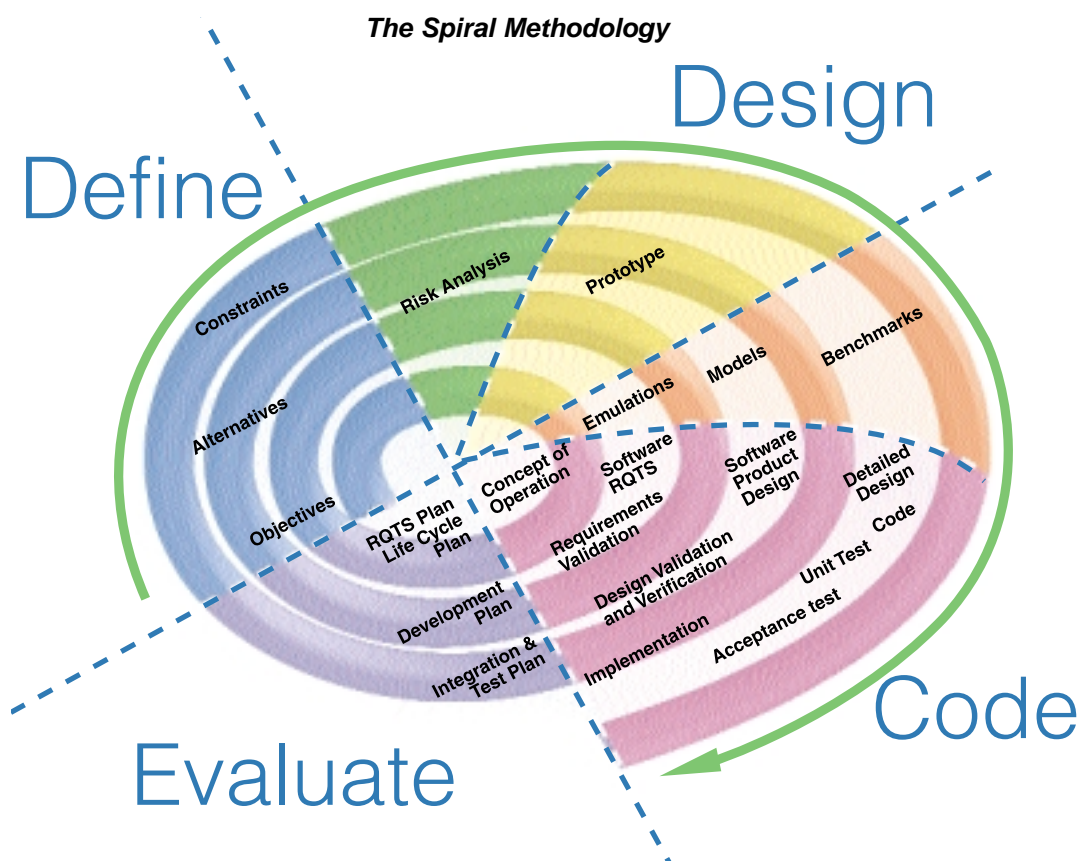
Our methodology

Gathering sufficient information up front and minimising risk in project delivery drive our entire approach.

We endeavour to gain a solid understanding of the business drivers and return on investment for your integration project. Only by understanding these elements can we contribute ideas and suggestions to augment the delivery process and the end result.

We employ the 'spiral development methodology'. This approach ensures risk minimisation through a 'proof of concept' approach to high-risk elements of the project.

This approach is particularly relevant for Internet integration projects where multiple vendors and legacy systems are commonplace.



What our customers say

Comments from Travelodge Hotels and Resorts

“We chose Biko because we knew that they **understood our business**. We needed someone to trust because it is not often that a Hotel business starts from scratch with a completely centralised operation. This was a mission critical project with demanding time lines and Biko had it working **on time and on budget**.”

Their planning and communications kept us and all of the other vendors well informed, so they never got themselves or us in a position where we had concern or undue pressure.

Biko has a nice **complementary balance of technical and hospitality industry knowledge**, which we find very attractive. We have had a long relationship with Biko and expect this to continue”.

John Farrell, CEO, Travelodge



Comments from Dymocks

“Biko specialises in integrating legacy systems with existing Web sites and they **understand our business**. Not many firms specialise in their area and because they are small and have direct owner participation in projects they're more flexible.

What we really value are the suggestions that come back. Not only are they doing the technical stuff, they are thinking about Dymocks' business while they work.

They are also **not afraid of the 'nitty gritty' details** and of gaining a thorough understanding of the requirements. They have **their feet on the ground** and really **do the 'tough stuff' well**”.

Christine Simmons, Website Business Manager, Dymocks





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What our customers say

Comments from Grace Removals Group

“Biko’s work has allowed us to take out some redundant business processes generating significant timesaving as well as providing an innovative new service to our customers.

One of the most important aspects of Biko’s work for Grace Removals is that we now have a **consistent platform** that we can spring from into other areas of e-commerce.

In addition to providing valuable business input to our projects we enjoy a commercial relationship with Biko that is **relaxed, open and among the best of all our suppliers**. We always know that they are at the other end of the phone”.
Howard Malyon, IT Manager Grace Removals Group.



Comments from Air Caledonie Holidays



“Our website has exceeded our expectations in terms of bookings received. Customer feedback has also pointed out that the site is fast and that finding information and making a booking is simple.

Biko manage our website including modifications, hosting and keeping the content up to date. They are responsive and

professional and we enjoy a ‘no fuss’ web presence which generates real business for us.” **George Cecil, Marketing Manager Australia, Air Caledonie Holidays**



Technologies

Internet Integration

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