


A close-up photograph of the valve section of a brass instrument, likely a trumpet or trombone, showing the three valves and their pistons. The metal is highly reflective and polished.

We make technology sound

A large photograph of a brass instrument, possibly a trumpet, resting on a sheet of music. The instrument is in sharp focus, showing its valves and tubing. The background is a blurred sheet of music with some notes and text visible.

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## Table of contents

<b>1</b>	<b>Identity management reaches maturity.....</b>	<b>3</b>
<b>2</b>	<b>CTO Comment Box.....</b>	<b>7</b>
<b>3</b>	<b>NewsWatch.....</b>	<b>8</b>

## 1 Identity Management reaches maturity

Investments in identity and access management (IAM) solutions are proving particularly popular. According to analysts at Forrester Research, the market will grow from € 2.6 bn in 2006 to € 12.3 bn in 2014. IAM is also valued highly in the financial sector. According to surveys by consultants Deloitte, 51 % of insurance companies and 44 % of banks consider the purchase of such tools their top priority.

There are good reasons for this rise in demand. Compliance issues make professional IAM obligatory, particularly in the financial sector. The fact that financial authorities in Germany are offered CDs containing tax data from banks clearly shows just how important it is to have technical processes that control access rights and can identify who has accessed information in the case of misuse.

The topic is even more important as increasing numbers of experts warn that identity misuse and theft represent two of the largest and growing threats for the near future. Indeed, the German Federal Office for Information Security and the German Federal Ministry of the Interior recently highlighted these risks, offering a strong warning to the public as part of a 400-page report.

Companies must also recognise that ultimately, all IT security efforts can only eliminate system vulnerability to a limited extent if there are no measures in place to counter data thieves' social engineering strategies. These measures can only be implemented however with the help of an efficient IAM system. Many companies are already aware of this problem – according to figures provided by Deloitte, 56 % of companies believe they have the right strategies in place to counter external attacks, though just 34 % think that they are also defended against internal data attacks. With the latest IAM systems, businesses can substantially reduce corresponding risks.

The maturity of systems is the most important driver in the increased demand for IAM solutions. Nowadays, technology is no longer the restricting factor for implementation success, and today's complex solutions meet clients' needs entirely. At the same time, the commitment of senior management and internal governance procedures can be identified as key to recent success.

The number of suppliers that are able to offer comprehensive, complex IAM solutions is relatively small. Fully integrated solutions that only the largest companies can supply are particularly appealing from the user's perspective. IBM as well as Novell, Oracle and Computer Associates, provide mature IAM solutions as part of their portfolio.

But what is it that makes today's IAM solutions mature?

Just a few years ago, one of the central aims was to make authentication as user-friendly as possible, through single sign-on. Since then however, requirements have shown themselves to be far more complex. The developers of the latest versions of software solutions have focused on four key trends that reflect clients' wider interests. These trends can also be seen as a measurement for the maturity of programs.

**Demand for identity and access management solutions is growing significantly. This is due to the greater maturity of systems, increasing compliance requirements and a heightened threat level.**

**The number of suppliers able to offer state-of-the-art IAM solutions with all necessary features is small.**

**It should now be possible to employ IAM solutions in enterprise-based computing and cloud-based computing systems.**

### **Trend 1: Cloud computing**

One of the most important current requirements of IAM solutions, is that they can be applied to both enterprise-based computing as well as cloud-based computing. Cloud computing means that according to requirements, processing power, storage capacity, software or a programming environment is made available via the internet. The market for these services is growing tremendously. As such, it is important that modern IAM solutions enable central identity management for internal business applications, such as SAP, and for external applications, such as customer relationship management via Salesforce.com. If managing identities required 20 or more separate tools, there would be too much effort and too many errors, particularly for large, international companies.

For this reason, some companies are already beginning to bring IAM solutions into the cloud. The head of IT or compliance then manages identity and access rights via a website.

### **Trend 2: Identity federation**

In order to ensure the manageability of IAM solutions, identity and access rights must be organised in a standardised way across all applications. As well as for people working within the actual company, this should also include employees of close business partners, e.g. if they need to access certain planning stages. One example for the importance of a cross-business identity management system is the exchange of account information in the financial sector. Customers allow their bank to transfer data to the credit protection agency. This agency in turn uses the data to provide services. If a bank account is cancelled, the agency also loses its rights. In this case, an intercompany identity management policy would guarantee that an appropriate process would be triggered at the credit reference agency (acting here as a business partner).

The number of such examples and the importance of what is known as federated identity management in the banking sector will grow further in view of the industrialisation and increasing interlinking within the industry itself and with companies in other sectors. Federated identity management will thus follow developments in other branches.

Above all, federation in IAM requires a high level of trust between business partners. It should be remembered that the complexity of federated identity management can rapidly increase in view of the many complex supplier relationships in the industry. Ultimately, suppliers of suppliers also need access rights. Companies such as Covisint and Exostar thus already operate within these networks as trusted partners, so as to reduce the number of IAM agreements.

The conclusion can therefore be drawn that companies must professionalise their IM if they are to play the role of a trustworthy partner within a federation.

A survey conducted by Forrester Research shows how quickly the federation concept is spreading between companies. Two years ago, less than 5 % of companies were organised in this manner, while a recent study showed that 20 % of security experts in North American and European companies stated that they had already implemented federation systems or were about to do so.

**Federated identity management is necessary today because companies not only have to grant and administrate access rights to their own employees, but also to employees of their most important business partners – across corporate borders.**

### Trend 3: Asset protection

IAM software must be able to protect the company's assets, in the form of data, in a way that clearly shows who can access the data and when. It is essential that these rights are specified in as much detail as possible. Who may read the data? Who may change it? Who may forward it? And who may print it out?

**IAM requires a detailed assignment of access rights, defining who may read, change, print and forward information. It is impossible to manage this manually in an efficient way.**

Implementing and organising these rights across the entire company is difficult, though it is possible with today's systems. For example, one way to protect sensitive data is to only allow files to be opened using computers within the corporate network. As such, companies can ensure that dismissed employees no longer have access to these files, even if they have been stolen beforehand. The latest integrated systems help guarantee here that complex rights which are no longer valid can be blocked in a reliable way.

Compliance requirements particularly make it ever more important that corresponding solutions are implemented within companies. Accountants and risk auditors from insurance companies increasingly wish to know the measures taken to protect this data.

The more important identities become within a company, the more crucial it is to protect them from theft. Mature IAM systems also offer solutions for this, across the entire IT and application environment. They must guarantee that employees can log into the corporate network with the same identity and rights, even if they are outside it, e.g. when working from home.

### Trend 4: Multi-factor authentication

The challenge of improving the reliability of the authentication process goes hand in hand with trend 3. Ever more processes are being transferred to the internet. Where business partners once met face to face, technical processes are now necessary to provide proof of identity in a reliable, practical way.

The diversity of data that must be protected against unauthorised access is immense. Simple user name/password requests are no longer sufficient to protect company assets, such as technical descriptions of inventions, sensitive financial data and personal data. As part of modern IAM, more complex procedures are advised. Technical hurdles can be made more challenging, such as by introducing obligatory smartcards and fingerprints. However, although this improves security, it is impractical, as increasing numbers of additional devices are necessary. New technical processes, such as voice biometry, aim to offer a higher security level without these additional obstacles.

**Today's security requirements are no longer met by a mere user name and password request. Multi-factor authentication provides a higher security level, working to the principle of "what you are, what you do, what you know".**

Modern systems also follow the "what you are, what you do, what you know" approach to access rights. In addition to requesting a username/password or fingerprint, the system validates whether the user's behaviour is plausible within the corporate network. Furthermore, information is requested that only the identity's rightful holder could know. Anyone stealing the identity is unable to answer the question correctly.

Mature IAM solutions in major groups also make use of these behavioural checks and questioning techniques, as the definition process is too complicated for every single identity. Here, enterprise role management – authentication based on corporate roles – is an essential part of IAM. Within the system, an accounts department employee for example automatically has the right to access all accounts. If he or she changes tasks and joins

human resources, a new role is immediately assigned. The right to access to account information is removed, and the individual is now entitled to read personnel files.

As software programs increasingly reflect these trends, investing into those solutions is ever more appealing. Interest among companies is growing, with data security, compliance, cost reductions and quality improvements – as well as business excellence – the key drivers. In general, banks and insurance companies face the exact same challenges as companies in industry, though they must contend with a trend for stricter compliance requirements.

Nowadays, managing corporate data is far from the sole task. The internet as a communications medium is of central and rising importance for an increasing number of business processes. Once valuable transactions are involved however, the internet reaches its limitations. Companies must authenticate the identities of their business partners without any doubt, and automatically. According to Forrester Research, e-business companies believe they lose an average of 0.6 % of their turnover due to fraud.

**Ever more business processes are being transferred to the internet, increasing the importance of online authentication. New procedures offer additional security.**

At present, the industry is developing ever more effective online authentication solutions. New electronic ID cards are particularly exciting here. The financial industry has high hopes, particularly since integrating the necessary electronic identity servers is relatively low cost. The benefits could be huge – as an example, banks in Germany pay six to seven euros for the PostIdent procedure to identify customers when they open a new bank account. However, many customers back out before reaching the post office. With a monthly average of 50,000 new customers, an online identification process would both cut costs by around four million euros, and potentially increase the number of new customers.

New identification methods, such as via smartphone, voice biometry or electronic fingerprint offer further practical, secure possibilities for authentication. The human voice particularly offers a host of advantages as an authentication tool, as it is absolutely unique and the only thing needed to integrate it into security processes is a microphone and a small piece of software.

It is important to note that despite the fact that IAM will become hugely important in the future – as high spending on IAM solutions proves – there are difficulties in implementing it in companies. Introducing the technology is a necessary though complex procedure, which involves all company departments and requires the clear commitment of senior management.

**Commitment from senior management is a crucial factor in successfully implementing an IAM solution, along with the assistance of an experienced project partner.**

Surveys of the current situation show how pressing IAM is on companies' agendas. At present, businesses only have a central overview of a fraction of user accounts. This is partly due to the fact that too many of the stages must be carried out manually. Modern software solves this issue, and allows a maximum of processes to be automated, so that a comprehensive IAM system can be set up easily.

Besides a modern solution, a competent and experienced project partner is crucial for the success of the system implementation, as governance is a key component of the process. The roadmap for introduction is drawn up in conjunction with an objective partner. A multi-tier concept is recommended, so as to avoid jeopardising overall success with an overly ambitious process. Integrating a single sign-on solution is a possible first step. Single sign-on allows users to access all services they are entitled to with a single authentication. Another important stage following this is the introduction and practising of specific roles as a basis for a comprehensive IAM in the future. This means access rights of employees no

longer need be to managed individually, and a significant proportion of identity management can be carried out by group (e.g. departments or cost centres). Connected to this, the role concept can then be extended to external employees as part of the federation structure previously discussed.

In summary, IAM is an issue no company can ignore today. However, with the mature solutions offered today and experienced project consultants, companies can implement professional management solutions that are easily controlled.



## CTO Comment Box

There's no way to do without it! Companies and governments are increasingly aware of this fact. A large majority of companies stated in surveys that their IT security budget of 2010 is significantly higher than their 2009 budget, most of them of the financial sector. And this is a reasonable thing to do.

Without a comprehensive and solid IT security, the further development of corporate IT as well as of the internet is jeopardised. Access and Identity Management thereby play a crucial role. Internal data theft, i.e. after a dismissal, higher compliance requirements and not least reputation protection leave companies with no other choice than to take action.

But the good news is: tools of the leading providers have meanwhile reached a certain maturity. New technical authentication methods like voice biometry make it possible to develop newer solutions that have high security standards, but are still practicable. Governments set the course by creating the necessary legal and infrastructural conditions, like e.g. electronic ID cards.

Chances are good to significantly prevent data theft. It could also be possible for the first time to shift more business models to the internet on a large scale. But this is highly complex. Identity cannot be managed as a silo. Key factors are the complete coverage of all domains and the consistency of this approach, the bundling of all methods and tools as well as a high extent of automation. An unconditional commitment from the senior management, precise planning, in-depth expertise of one's own business and the right partners are the way to success.

In any case, nobody can afford to fail in this area.

### 3 NewsWatch

The GFT NewsWatch will henceforth follow the professional article on a monthly basis, covering major events, vendor announcements, service and products launches, important mergers and acquisitions, etc. related to the IT industry. Thereby, the NewsWatch is based on international releases of the past month.

#### Federal Ministry of the Interior warns of increasing online identity theft

Source: <http://www.computerwoche.de/security/1937739/?r=157639262159473&lid=79221>

Not only online banking can become dangerous. More and more cyber criminals are trying to steal access data for e-mail accounts, social networks or bidding platforms. According to a survey, an electronic ID card could prevent phishing.

#### Germans act uncarefully with their passwords

Source: <http://www.computerwoche.de/subnet/hp-intel/1937571/?r=157639262159473&lid=79221>

According to German IT association BITKOM, one in three Germans passes his or her business passwords over to others. In a personal environment, 37 % tell others their passwords. These are the results of a Forsa Survey. Furthermore, the partners of around 27 % of the people asked know at least one or even more passwords.

#### New secure e-mail registration announced in Germany

Source: <http://www.dw-world.de/dw/article/0,,5773860,00.html>

A new program, called DE-Mail, will allow for official and secure communications between people in Germany, government and the private sector. Registration for the new system began on 8 July 2010. However, DE-Mail is not expected to become fully operational until later this year, once the DE-Mail Act passes the German parliament. It has been tested in the southern German city of Friedrichshafen since 2009.

#### White House unveils online authentication plan

Source: [http://www.bankinfosecurity.com/articles.php?art\\_id=2694](http://www.bankinfosecurity.com/articles.php?art_id=2694)

A blueprint to create an online environment where people and businesses can complete transactions in confidence was released by the White House. Cyber security Coordinator Howard Schmidt announced the issuance of the first draft of the National Strategy for Trusted Initiative in Cyberspace that details the goals to create an identity ecosystem where online transactions can take place in an infrastructure where participants trust the identities of others while maintaining individual privacy.

#### Botnet still king of malware underworld

Source: <http://www.internetnews.com/security/article.php/3888976/Botnet+Still+King+of+Malware+Underworld.htm>

Latest report from Gartner finds that while more sophisticated malware and phishing scams will proliferate, botnets will still be the top challenge for security experts for the foreseeable future.

### Outstanding projects and initiatives in Identity Management honored

Source: <http://www.kuppingercole.com/topstory/05.05.2010>

European Identity Award for outstanding projects, innovations and advancements in the field of digital identity management was presented by the analyst group Kuppinger Cole at the European Identity Conference 2010, the leading European venue for Identity and Access Management (IAM) and Governance, Risk Management and Compliance (GRC) in Munich. Awards were given in six categories. Besides the award for “best innovation” in IAM or GRC, the categories include best program or initiative in internal projects, B2B, B2C, Cloud Computing and eGovernment/eHealth.

### Deutsche Post launches E-Mail business

Source: <http://www.heise.de/newsticker/meldung/Deutsche-Post-steigt-in-E-Mail-Geschaeft-ein-1037580.html>

The „online letter“ of Deutsche Post was officially launched on 14 July. Users can subscribe for the service at [www.epost.de](http://www.epost.de) and thus can communicate in a safe and reliable way. As users must identify recipients and senders know without any doubt who they are exchanging mail with.

### McAfee, Inc. launches the first comprehensive personal identity protection product from a leading security company

Source: [http://newsroom.mcafee.com/article\\_display.cfm?article\\_id=3665](http://newsroom.mcafee.com/article_display.cfm?article_id=3665)

McAfee, Inc. announced that it has launched McAfee(R) Identity Protection, one of the most comprehensive and easy to use identity protection services on the market. The product features proactive identity surveillance which keeps consumers' identities safe by providing multiple layers of protection, including monitoring the major credit reporting agencies and public records as well as internet scanning for indicators of identity theft.

### Millions of Americans unwitting victims of credit card fraud

Source: <http://www.creditcardguide.com/creditcards/news/millions-americans-unwitting-victims-credit-card-fraud-321/>

A recent FTC investigation uncovered an elaborate credit card scam that extracted up to \$10 million from over 1.35 million credit and debit cards, all in increments ranging from 20 cents to \$10. According to the FTC, out of the 1.35 million affected by the micro payments fraud, only about 10 % of the victims actually filed complaints. The fraudulent “micro charges” may be the new trick up the sleeves of cyber scammers.

### IBM introduces new security network intrusion prevention system

Source: [http://security.cbronline.com/news/ibm-introduces-new-security-network-intrusion-prevention-system\\_160710](http://security.cbronline.com/news/ibm-introduces-new-security-network-intrusion-prevention-system_160710)

IBM has introduced a new security appliance which enables clients to easily adopt an IT infrastructure that is secure by design and enable them to stay ahead of looming network security risks. According to IBM, the new security network intrusion prevention system (IPS), consolidates intrusion prevention with data and web application security into a single, optimised appliance for faster, accurate security protection.

### Gartner: Enterprises will reduce the share of security in their IT budgets

Source: <http://www.net-security.org/secworld.php?id=9399>

While security risks are not going away for companies, efficient and secure enterprises will actually safely reduce the share of security spending by 3 to 6 % of their overall IT budgets through 2011, according to Gartner.

### Arcot Systems wins Morgan Stanley's Innovation Award

Source: [http://www.marketwatch.com/story/arcot-systems-wins-morgan-stanleys-innovation-award-2010-07-15?reflink=MW\\_news\\_stmp](http://www.marketwatch.com/story/arcot-systems-wins-morgan-stanleys-innovation-award-2010-07-15?reflink=MW_news_stmp)

Arcot Systems, Inc., a global leader in delivering cloud-based authentication and fraud- and risk-management solutions, and Morgan Stanley today announced that Arcot has won this year's prestigious Innovation Award presented recently at Morgan Stanley's 10th Annual CTO Summit.

### Leading analyst firm positions Oracle in Leaders Quadrants for CRM Multichannel Campaign Management and CRM Customer Service Contact Centers

Source: [http://www.marketwatch.com/story/leading-analyst-firm-positions-oracle-in-leaders-quadrants-for-crm-multichannel-campaign-management-and-crm-customer-service-contact-centers-2010-07-14?reflink=MW\\_news\\_stmp](http://www.marketwatch.com/story/leading-analyst-firm-positions-oracle-in-leaders-quadrants-for-crm-multichannel-campaign-management-and-crm-customer-service-contact-centers-2010-07-14?reflink=MW_news_stmp)

Gartner, Inc. recently positioned Oracle's Siebel CRM in the Leaders Quadrant of its 2010 reports "Magic Quadrant for CRM Multichannel Campaign Management" (1) and "Magic Quadrant for CRM Customer Service Contact Centers" (2). Gartner Magic Quadrants position vendors within a particular market segment based on their completeness of vision and their ability to execute on that vision.

### IBM unveils new application for financial markets industry

Source: [http://bankingsoftwaretechnology.banking-business-review.com/news/ibm\\_unveils\\_new\\_application\\_for\\_financial\\_markets\\_industry\\_100624/](http://bankingsoftwaretechnology.banking-business-review.com/news/ibm_unveils_new_application_for_financial_markets_industry_100624/)

IBM has unveiled Financial Markets Framework, a new open standards-based technology platform that combines the company's industry assets and ultra-low latency features with advanced information management, analytics and process integration software, to enable financial services firms better manage electronic trading.

### Requirements for risk management of investment companies

Source: [http://www.risknet.de/Detailansicht-NEWS.479.0.html?&tx\\_ttnews%5Btt\\_news%5D=1686&tx\\_ttnews%5Byear%5D=2010&tx\\_ttnews%5Bmonth%5D=07&cHash=282719b73a](http://www.risknet.de/Detailansicht-NEWS.479.0.html?&tx_ttnews%5Btt_news%5D=1686&tx_ttnews%5Byear%5D=2010&tx_ttnews%5Bmonth%5D=07&cHash=282719b73a)

With the new minimum requirements for the risk management of investment companies (InMaRisk) the German Federal Financial Supervisory Authority has concretized on 30 June 2010 the requirements of the proper business organization according to § 9 InvG and of the risk management for investment companies and special assets.

### SAS moves in on the intelligence market with the acquisition of Vision System & Technology Inc.

Source: [http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news\\_view&newsId=20100716005160&newsLang=en](http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20100716005160&newsLang=en)

SAS, the leader in business analytics software and services, has acquired Vision Systems & Technology Inc. (VSTI). According to Vision 2015, a report created by the Office of the Director of National Intelligence, "Information overload already presents a profound challenge to our business model. Given these challenges, the analytic community has no choice but to pursue major breakthroughs in capability."

#### Citrix partners with Microsoft to deliver virtualization solutions

Source: <http://microsoft-news.tmcnet.com/news/2010/07/16/4904668.htm>

Citrix Systems has announced that it is working with Microsoft in an expanded global partnership called V-Alliance to deliver a set of virtualization solutions to address customers' desktop and server virtualization needs. V-Alliance gives Citrix and Microsoft partners access to sales and marketing tools, as well as content, demo resources, promotions and training offers from both companies.

All organizations enrolled in both the Citrix Solution Advisor program and Microsoft Partner Network are eligible to participate in V-Alliance. North America partners enrolled in the Citrix and Microsoft Virtualization Partner campaign will be transitioned to V-Alliance.

#### eBay and Microsoft announce Cloud Computing agreement

Source: <http://finance.yahoo.com/news/eBay-and-Microsoft-Announce-bw-1622503811.html?x=0&.v=1>

Microsoft Corp. and eBay announced that eBay will be one of the first customers of Microsoft's new Windows Azure platform appliance for cloud computing. This joint effort will couple the innovation and power of the Windows Azure platform appliance with the technical excellence of eBay's platform – to deliver an automated, scalable, cost-effective datacenter solution.

#### SAP and CA Technologies bring business relevance to IT GRC

Source: <http://www.sap.com/press.epx?PressID=13593>

In an effort to meet the latest demands within the governance, risk and compliance (GRC) market, SAP AG and CA Technologies announced they have collaborated to help customers manage risk across their business and IT processes. Leveraging products from CA Technologies with leading GRC applications from SAP will allow IT executives to gain tighter control over their IT risk and compliance initiatives and focus on long-term value creation for the business.

#### HP to cut 9,000 jobs and take \$1 billion in costs

Source: <http://www.businessweek.com/news/2010-06-01/hp-to-cut-9-000-jobs-and-take-1-billion-in-costs-update4-.html>

Hewlett-Packard Co plans to cut about 9,000 jobs and retool its computer-services business to help it compete with International Business Machines Corp.

#### RIM falls 11 % after revenue falls short of estimates

Source: <http://www.businessweek.com/news/2010-06-25/rim-falls-11-after-revenue-falls-short-of-estimates.html>

Research In Motion Ltd. fell the most in nine months after the company reported sales that fell short of analysts' estimates and investors fretted over the BlackBerry maker's ability to compete with Apple Inc.'s iPhone. First-quarter sales rose 24 % to \$4.24 billion, RIM said in a statement after the close of regular trading. Analysts had predicted \$4.35 billion.

### Google buys advertising technology startup Invite Media

Source: <http://economictimes.indiatimes.com/infotech/internet/Google-buys-advertising-technology-startup-Invite-Media/articleshow/6009404.cms>

Google announced it has bought advertising technology startup Invite Media, which allows advertisers to bid on ad space. Invite Media developed a way to let advertisers bid in real time for online display ad space and created a "universal buying platform."

### HP, Palm deal complete, webOS developments ahead

Source: <http://www.eweek.com/c/a/Mobile-and-Wireless/HP-Palm-Deal-Complete-webOS-Developments-Ahead-665438/>

HP announced that its acquisition of Palm is now complete, and that the companies are looking forward to developing Palm's webOS platform, embracing the smartphone market and getting to work on a road map that includes slates and netbooks.

### Apple acquires online mapping company Poly9

Source: [http://www.appleinsider.com/articles/10/07/14/apple\\_acquires\\_online\\_mapping\\_company\\_poly9\\_report.html](http://www.appleinsider.com/articles/10/07/14/apple_acquires_online_mapping_company_poly9_report.html)

Apple has purchased a web-based mapping company from Quebec, Canada, that creates interactive 3D software for use in a browser.

### NTP sues smartphone makers Apple, Google and others

Source: [http://www.pcworld.com/article/200777/ntp\\_sues\\_smartphone\\_makers\\_apple\\_google\\_and\\_others.html?tk=rss\\_news](http://www.pcworld.com/article/200777/ntp_sues_smartphone_makers_apple_google_and_others.html?tk=rss_news)

Patent holding company NTP, which received a \$612.5 million settlement from BlackBerry maker Research In Motion in a patent infringement case, has filed patent lawsuits against six makers of smartphones or related software, including Apple and Google. NTP also filed patent lawsuits against Microsoft, LG Electronics, HTC and Motorola in U.S. District Court for the Eastern District of Virginia. NTP accused the six companies of violating eight patents related to the delivery of e-mail over wireless communications systems.

### TIBCO unveils cloud-based analytics offering

Source: <http://www.sys-con.com/node/1465248>

TIBCO Software Inc. announced on 14 July 2010 the general availability of TIBCO Silver™ Spotfire - a fully functional on-demand offering designed to enable anyone to create, publish and share custom dashboards or reports for business analytics and business intelligence (BI) in the cloud.

### iPhone 4 launch stocks sold out in under 24 hours

Source: <http://www.computerweekly.com/Articles/2010/06/16/241615/iphone-4-launch-stocks-sold-out-in-under-24-hours.htm>

The launch inventory of Apple's iPhone 4 sold out in less than 24 hours after pre-orders opened. According to the UK Apple store, any pre-order for an iPhone 4 now ships on 2 July, a week after the official launch. Apple was forced to put the US, UK and German Apple store into maintenance mode for a while when the sites failed to cope with the demand.

### Apple Engineer told Jobs iPhone antenna might cut calls

Source: <http://www.bloomberg.com/news/2010-07-15/apple-engineer-said-to-have-told-jobs-last-year-about-iphone-antenna-flaw.html>

Apple Inc.'s senior antenna expert voiced concern to Chief Executive Officer Steve Jobs in the early design phase of the iPhone 4 that the antenna design could lead to dropped calls.

### Apple sells an iPad every two seconds

Source: <http://www.informationweek.com/news/security/client/showArticle.jhtml?articleID=225701004>

Apple said it already sold three million iPads, just 80 days after the touch-screen tablet computer went on sale in the United States. That works out to about 37,500 units per day, or about one every two seconds.

### Apple releases iOS 4

Source: <http://www.gadgetvenue.com/apple-ios-4-release-date-june-21-06075017/>

Apple released iOS 4, formerly known as iPhone OS 4.0 on 21 June. It will be a free upgrade to all users. iOS 4 will be made available on the iPhone 3GS, iPhone 3G (with some features missing) and the iPod Touch (not 1st gen model). However, iOS 4 will not be available for the Apple iPad until later this year.

### Saying goodbye to Microsoft's Kin

Source: <http://www.casualgaming.biz/news/30294/Say-goodbye-to-Microsofts-Kin>

Just weeks after it made its debut in North America, Microsoft has announced that it has pulled the plug on its social-media orientated Kin mobile handset, meaning the European launch planned for later this year will not now happen.

### Microsoft rolls out Azure Appliance, partners With HP, Dell, eBay and Fujitsu

Source: <http://www.techcrunchit.com/2010/07/12/microsoft-rolls-out-azure-appliance-partners-with-hp-dell-ebay-and-fujitsu/>

During its annual Worldwide Partner Conference, Microsoft introduced a limited production release of the Windows Azure platform appliance, the company's cloud services platform for deployment in customer and service provider datacenters. The company is touting partnerships with some big-name early adopters of the appliance, namely Dell, eBay, HP and Fujitsu.

### Google Voice available for every US citizen

Source: <http://www.providingnews.com/google-voice-available-for-every-us-citizen.html>

Google's telephony management solution has become open to every US resident. There are already over one million people with Google Voice accounts, and their number is growing. Google Voice offers a single telephone number that, when called, forwards the call to a number of other phone numbers such as the user's home, office and cell phone as well as offers voice mail services with message transcription.

### Google Music to come along with Android 3.0 OS Gingerbread at year's end

Source: <http://www.gadgetell.com/tech/comment/google-to-launch-google-music-and-android-3.0-together-in-fall-winter/>

Aiming to compete with Apple's music streaming service, Google wants to launch a music service that centered around streaming.

### Microsoft brings Facebook to Outlook

Source: <http://www.readriteweb.com/enterprise/2010/07/outlook-social-connector-facebook.php>

The new version of Microsoft's Outlook Social Connector, adding Facebook and Windows Live support to the existing LinkedIn and Myspace support, is now available for download. Social Connector adds information such as recent conversations and shared appointments from within Outlook, plus profile and status update information from social networks.

