

Information Technology & Business are inextricably interwoven. You cannot talk meaningfully about one without the other. - Bill Gates



CAPABILITY STATEMENT





STATEMENT OF CAPABILITY

Business Name: Creydall Systems Pty Ltd

Date Started: September 2004

Location: Unit 8, 198 Greenhill Road Parkside, SA 5063

Web Site: www.creydall.com

Email Address: sales@creydall.com

Director: Adam Randall

PRIMARY EXPERTISE

We provide professional IT support to businesses with between 10 and 200 workstations.

WHAT SETS US APART?

DOCUMENTATION - We extensively document your environment ensuring that no one individual holds the keys to the heart of your business. If it moves, we document it.

SOPHISTICATION - Using cutting edge technology to automate many of the common computer support tasks allows us to provide superior service, more reliably and in shorter time frames.

AGILITY - Leveraging technology to remain small enough to move fast when required and still remain a personalised service. We do this at a fraction of the cost of full time IT staff while easily outperforming traditional methods of IT support.

SERVICE LEVEL AGREEMENTS - No longer the domain of multinational organisations, we provide service level agreements that are measured and reported on so that you remain fully aware that you are getting exactly what you pay for.

SERVICES

SUPPORT DESK - Local support desk with low call wait times. Our support desk can be directly integrated into our clients company using Creydall Linkstream technology. This allows seamless integration between internal and external IT support staff.

24/7 SUPPORT - Emergency Remote & Onsite support available 24/7 by agreement.

ADVANCED BACKUPS - Ability to backup server data off site over the internet and have the data restored and delivered onsite within short time frames. Restoration is just as important as backup and we fully test our restore procedures on a regular basis.

MICROSOFT PARTNER - Being a Microsoft partner we specialise in all the common Microsoft applications and operating systems including Exchange, Small Business Server, Server, SQL, and Sharepoint.

NETWORK INFRASTRUCTURE - Experience in commercial grade routers such as Cisco, Cyberguard & Procurve switches along with common retail routers and switches such as Netgear and Billion.

DESKTOP SUPPORT - Both remote and onsite desktop support is available. Considering downtime in most companies is the biggest concern, we have systems in place that allow us to negate extended desktop support issues.

OTHER AREAS OF EXPERTISE

SYSTEM DESIGN & INTEGRATION

PROJECT MANAGEMENT

SYSTEMS ADMINISTRATION

LAN/WAN ADMINISTRATION

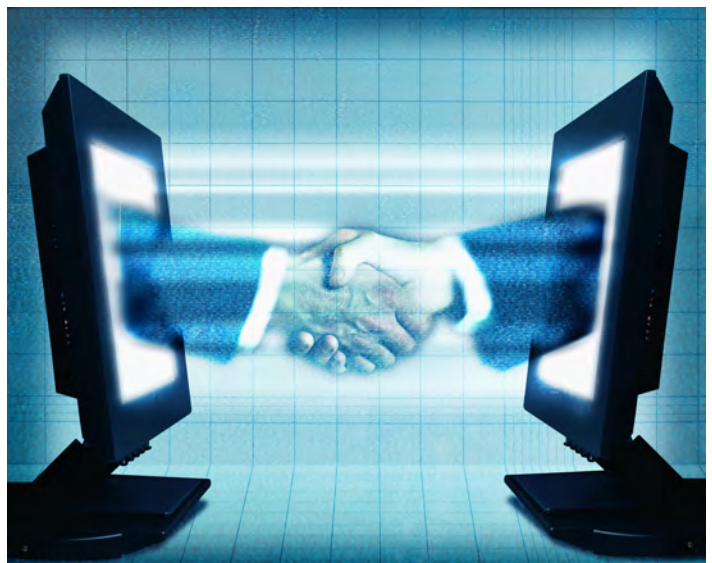
VIRTUALISATION

INTERNET & EMAIL SOLUTIONS

DIRECT INTEGRATION

UPGRADES & ROLEOUTS

ANTISPAM & VIRUS PROTECTION



CONTACT US ON
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WHY USE CRYSYS

No Callout Fee

With fuel costs not getting any cheaper, neither are callout fees. The average callout fee is around \$80 for IT support services. Add to this the time it takes for them to arrive which equates to lost productivity as well as the standard minimum time per call of 1 hour and remote I.T support seems like a very smart way of doing business.

Lightning Fast Response Times

IT support call wait times are normally counted in hours and sometimes days. With your business so intertwined with your I.T systems, it is quite cost ineffective to wait that length of time.

With Remote I.T support response times are almost instant.

Benefits

- Low Cost
- Highly Secure
- Fast Response
- Low Maintenance
- Scalable

Local office - Local staff

Our offices are located on Greenhill road. We make ourselves easily available to our clients. No chance of being on hold for 45mins, being diverted to an overseas support desk or being told "someone will get back to you in 2 working days" during a crisis.