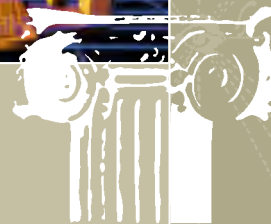


Information Technology & Business are inextricably interwoven. You cannot talk meaningfully about one without the other. - Bill Gates



CREYDALL SYSTEMS

BACKUP PACKAGES

2010 PRICING STRUCTURE



CREYDALL SYSTEMS
Business Technology Experts

What would you do if your server just died?



Online Backup Solutions



*All Prices Per Calendar Month

BACKUP BASIC



Per Server Pricing - \$100 pm

Setup Fee - \$300

Up to 10 Gigabytes of information online.
30mb of transfer per day.
\$3 per extra Gigabyte.
30 Day restore Window.
Backups verified daily.

Data backed up offsite
Level 2 SLA Response.
Monthly Backup Reports.
Monthly test restores.

BACKUP STANDARD



Per Server Pricing - \$170 pm

Setup Fee - \$300

Up to 30 Gigabytes of information online
50mb transfer per day.
\$2 per extra Gigabyte
99 Day restore Window.

Server Image backup daily - Local only
Complete Disaster recovery
Monthly Backup Reports.

BACKUP ADVANCED



Per Server Pricing - \$420 pm

Setup Fee - \$800

Up to 50 Gigabytes of information online
100mb transfer per day.
\$2 per extra Gigabyte
99 Day restore Window.
Full server backup every 15 minutes
Level 1 SLA

Server Image backup daily - Local only
Complete Disaster recovery
Monthly Backup Reports.
Monthly test restores (Random File)
Onsite dedicated storage device supplied
Weekly server images taken offsite

FREQUENTLY ASKED QUESTIONS

Can you look after our existing backup system? These are too expensive!

We have made a conscious decision to only stand by the 3 backup products mentioned in the pages above. Contrary to popular belief, backups are complex and they require substantial labour to ensure that they are actually working. Picture yourself being told that all of your work for the last 6 months has been lost and that there is no way of getting it back. If someone asked you how much you would be prepared to spend to get that information back, how much would it be?

Our existing backup has never failed us!

Have you had to rely on it yet? Who does the test restores every month? If you don't test regularly that you can restore the data then if your backup has been successful, it's been down to nothing more than blind luck. The reason test restores are not often completed is because they are the most expensive part of a backup strategy as it takes time and expertise to complete. Is your strategy to absolve yourself of all responsibility and then blame the IT person when the backup cannot be restored? Is that going to bring your data back?

The people that installed the backup are responsible for it working!

Are you paying them an ongoing fee for the backups to be checked? If not then there is a high likelihood that they are not checking that your backups are working. Unfortunately, the moment the backup system has been installed and the tech has left the building, they are no longer responsible for ensuring the backups continue to work. A staff member may be designated to receive an email, however are they trained to understand what it really means? Will the emails even be read? Often it gets all too hard for internal employees and they are distracted by their primary job function and so backup emails are relegated to the "If we get time" tray. If you want your backups checked properly then you must be prepared to pay for that service.

I can get really cheap online backups, even free!

None of the cheap/free online backup solutions are appropriate for business grade support. Firstly all of the major online backup solutions that are at the consumer end of the scale are located offshore. Realistically it is not feasible to wait days/weeks for your backed up data to download to your new server. When a failure occurs we can ship a disk with your backed up information no matter how large it is to you on the same day (within Adelaide metro area) Consumer grade backups also cannot back up open files or backup complex databases which are often the most vital part of a business backup.

SIMPLE QUESTIONS TO ASK YOUR IT DEPARTMENT/PROVIDER

When asking these questions, pay particular attention to the body language and the number of um's ah's and "I will have to get back to you" If the person responsible for your backups does not know what to do off the top of their heads, then when something does go wrong, you will likely end up with a very expensive recovery procedure.

1) When was the last test restore completed of the server?

2) Where is the Documentation for the restore procedures?

3) Who is designated to undertake this procedure if you are not here?

4) When was the last test restore completed of the server?

5) What is the procedure if our server and all onsite backups are stolen?

6) What is the furthest in time we can go back to?

7) How many hours would it take to recover from a stolen server?

SIMULATED TESTING - \$1800 PER DAY

If You would like us to come out onsite and fully test your staff or IT provider on how the effectiveness of their current backup system, then please book us in by emailing sales@creydall.com or ringing 08 8377 7601

BACKUP GRADING REPORT - \$350

If You would like us to come out onsite and grade the effectiveness of your current backup system, then please book us in by emailing sales@creydall.com or ringing 08 8377 7601

WHAT ARE THE DISADVANTAGES OF THE BASIC PLAN?

The basic plan is used for information only. This means that if your server is stolen, set on fire or blown up, it would need to be rebuilt. This is a process that can take a number of days.

Level 1 SLA Response

Priority	Response Time	Resolution Time	Escalation	Penalty
1	Within 30 minutes	ASAP - Best effort	2 Hours	20% per server
2	Within 1 hour	ASAP - Best effort	2 Hours	15% per server
3	Within 8 hours	ASAP - Best effort	24 Hours	10% per server
4	Within 8 hours	ASAP - Best effort	48 Hours	5% per server

Level 2 SLA Response

Priority	Response Time	Resolution Time	Escalation	Penalty
1	Within 1 Hour	ASAP - Best effort	2 Hours	5% per server
2	Within 4 hours	ASAP - Best effort	4 Hours	5% per server
3	Within 24 hours	ASAP - Best effort	48 Hours	5% per server
4	Within 48 hours	ASAP - Best effort	96 Hours	5% per server

Penalties are based on the monthly backup fee. Penalties are accumulated up to the total monthly service fee for a particular device. Penalties cannot exceed the monthly device fee paid. For the penalty to be valid, an initial response from us that we have received the request is required.

CONTACT US ON
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OR
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AT

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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.