



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



CRYSYS SALES BROCHURE



CREYDALL SYSTEMS
Business Technology Experts

CRYSYS

M a n a g e m e n t



I thank you for your call requesting information about the possibility of Croydall supporting your I.T. needs. It's an exciting time to be in business for people that understand the strategic benefits and increased profitability reliable technology provides.

You will find included, all of the documentation required to assist you in making a decision on your technology support requirements.

While we advocate a monthly managed service contract, it is very hard for you, the potential client to sign up to a long term commitment with a company you have no history with, especially when it is regarding something as vital as your business information.

For this reason we have created an incremental path towards a better solution.

STEP 1 - ASSESSMENT

We need to get to know you and your business systems, and you need to see how we work. This helps us all to decide where we stand and whether the relationship will be good for both parties.

For a network with 5 PCs and 2 Servers expect it to take in the order of 10 hours of onsite/offsite work over a 1 month period.

We also install agents on all machines that will conduct a full baseline audit of your systems and at the end of the period we provide a detailed report including recommendations on system setup.

STEP 2 - STABILISATION PROJECT

We take what we have learned in the assesment stage and bring your network up to par so that your I.T infrastructure can be managed effectively.

At the end of this stage you should of attained Crysyst certification.

STEP 3 - SERVICE ON-RAMP

This assists both parties in working out the true cost of running your particular environment. During this time we monitor and report, however we do not proactively fix problems without consent. We then bill labour at our standard hourly rate.

This period runs between 3 to 6 months and cements the relationship, ensuring that you are putting your companies information systems into hands that you trust.

STEP 4 - FULL PRODUCTION

Sign up to a full managed services contract - We reduce the risk and uncertainty to you in your business IT operations by taking on much of the risk ourselves for a flat monthly fee. Expect a much more stable and effective network once this occurs.

This step would occur between 6 and 12 months from the start of the assessment.

CRYSYS

M a n a g e m e n t



COMPLETE I.T MANAGEMENT

CRYSYS is the only product our company sells. Its the total management of your I.T services, a single interface with which your staff interact for all their I.T related issues.

We take the chaos and uncertainty out of your existing services and put peace and tranquility in its place, allowing you to concentrate on what you do best, running the business.

STANDARD INCLUSIONS

- Unlimited Onsite Support (8:30am - 5:00pm)
- Unlimited Remote Support (8:30am - 5:00pm)
- Unlimited Workshop Support (8:30am - 5:00pm)
- Disaster Recovery Services - Servers Only.
- Yearly I.T Budget Forecasts.
- Vendor Management.
- Customised Online Staff Training Videos.
- Strict Documentation Procedures.
- Disaster Recovery Procedures.
- 24 Hour Monitoring & Patch Management of Each Server & PC.
- Monthly Management Meetings.
- Web Site Updates (text & images)
- Web Hosting.
- Anti virus Protection & Updates For Each Server & PC.
- Antis pam Protection & Updates For Each Server & PC.
- Staff Training Reports.

BENEFITS TO YOUR ORGANISATION

- Experience Increased Operational Efficiency
- Control of your I.T Operating Costs
- Cost Effective Access To Enterprise Level Support
- Heavily Reduced Downtime
- Peace Of Mind.
- Control Of Your Business Information.
- Gain More Educated Workforce.



Certification at step 4 is required to become a CRYSYS client.

All clients must bring their network up to an appropriate standard to receive certification.

We take care of the certification process listing any concerns at the audit stage.

The main items required for certification as a CRYSYS client are:

- Servers must run at least Windows Server 2003 or SBS server 2003.
- PC's must all run a minimum of XP Professional Service Pack 3.
- All PCs must have the latest patches and critical updates installed.
- All server and desktop software must be licensed.
- A Centralised server based anti virus solution with reporting capability.
- A centralised server based anti-s pam solution.
- Minimum of Exchange 2003 Service pack 2.
- Minimum of a Cyberguard SG300 firewall between internet and network.
CRYSYS Defender Antispam agent for Exchange server.
- Acronis backup solution on all servers.
- Minimum of Billion 7300 modem/router acting as the modem.
- Minimum ADSL (1500k / 256k) connection to the site.
- Minimum ADSL (1500k / 256k) connection to remote offices.
- Environment must have a fully configured spare PC locked away on site.
- Must agree to leave all PC's running 24/7 so that maintenance and monitoring can occur out of hours.

ADHOC HOURLY RATE: \$125 +GST



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BENEFITS

Proactive maintenance

Instead of your provider being rewarded for a poor performing network, it is now in our interest to keep you running smoothly and problem free.

Plan your cash flow

Guessing how much your IT costs are this month, is a thing of the past. With our complete care package you can forecast your spending years in advance. Take the worry out of IT and concentrate on running your business.

Managed Services

- Remote monitoring
- Asset management
- Change control
- Onsite support
- Workbench support
- Phone support
- Vendor management
- Self helpdesk
- Proactive support
- All in one solution

Vendor management

How much time is spent ringing your ISP, printer provider, phone provider, IT provider etc etc.

Co-ordinating these can be difficult to say the least. With our total care package, vendor management is all included, meaning you have one point of contact - us, and we manage them on your behalf.