

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



## WHY CHOOSE A CRYSYS PARTNERSHIP ?

### BUSINESS I.T SOLUTIONS



# HOW DO WE COMPARE?

It can be very difficult for people who both outsource their I.T operations as well as those that may have an internal department to actually quantify value for money.

Am I getting what I pay for?

How do I know the job is getting done?

Am I better off just paying someone to come out when things go wrong?

Will I make a dreadful mistake either outsourcing or changing providers? Maybe they are doing a good job but I just dont know how to measure it!

These are questions that are quite common. So we have created a document that you can benchmark your current I.T arrangements against, whether it be an internal support desk, outsourcing company or hourly rate arrangement.

Below is a checklist with 4 columns. First is the average cost an hourly contractor would charge for the service or product taking into account the time it would take.

Second is the standard hourly rate which most companies currently still use. In other words they pay a technician to come out and fix something when it goes wrong. If you currently use this type of service, we would expect your own column to mirror this column.

In the third is the CRYSYS partnership. This is our service offering that we provide businesses at a single monthly service fee. We feel it is the best value for money in the industry. The only problem we have is that it can work too well! We reduce all the problems through planned maintenance which leaves the question after a certain time period, what am I paying for if there are no problems?

The answer is in the question! Businesses pay not to have problems, their staff are more productive and suffer far less frustration.

The final column is your column. Sit down with your service provider wether it be internal or external and go through each point. If they provide the service, tick the box, if they do not then leave it blank.

	AVG Cost	Hourly Rate	CRYSYS Partner	Your Provider
Are you and your employees insured against negligence?	Potentially \$1000s	✗	✓	
Do you take responsibility for the reliability of our system	Potentially \$1000s	✗	✓	
Do you get rewarded when our system breaks down	Potentially \$1000s	✓	✗	
Do you check to make sure our backups have worked	Potentially \$1000s	✗	✓	
Do you provide regular reporting on the state of our backups	\$50 per report	✗	✓	
Do you provide support desk services at no cost	\$80 Per call	✗	✓	
Do you provide onsite support at no cost	\$300 Per call	✗	✓	
Can you supply a server on the same day if ours has a catastrophic failure	Potentially \$1000s	✗	✓	
Do you have a centralised database of all our documentation	Potentially \$1000s	✗	✓	
Are you actively training more than one person in the running of our system	Potentially \$1000s	✗	✓	
Do you supply us with meaningful statistics regarding spam	\$50 per report	✗	✓	
Do you supply us with meaningful statistics regarding support calls	\$50 per report	✗	✓	
Do you supply us with meaningful statistics regarding backups	\$50 per report	✗	✓	

	AVG Cost	Hourly Rate	CRYSYS Partner	Your Provider
Do you ensure our patches are regularly updated	\$145 per session	✗	✓	
Is Antivirus included in your pricing or an added on extra	\$75 Per PC per Year	✗	✓	
Is Antispam included in your pricing or an added on extra	\$75 Per PC per Year	✗	✓	
Do you have a defined response time	Potentially \$1000s	✗	✓	
Do you have a service level agreement where a minimum level of service occurs	Potentially \$1000s	✗	✓	
Is there a chance that an urgent problem will occur and you wont return our call	Potentially \$1000s	✓	✗	
Do you monitor our system for potential problems	\$400 Per Month	✗	✓	
Do you have a knowledgebase of all our problems & the solutions to them	\$150 Per Month	✗	✓	
Can you remote into any of our PCs with no configuration required	\$300 Per Month	✗	✓	
How often do you audit our systems	\$200 Per Month	When asked	DAILY	
Do you have documented procedures in place to handle all our calls	Potentially \$1000s	✗	✓	
Do you provide educational videos for our staff to reduce support calls	Potentially \$1000s	✗	✓	
Do you have a relationship with us that goes beyond 1 hour at a time	Priceless	✗	✓	

	AVG Cost	Hourly Rate	CRYSYS Partner	Your Provider
Do you fully document every support problem we have	Potentially \$1000s	✘	✔	
Do you provide a roadmap of our IT requirements	\$800 per report	✘	✔	
Do you automatically backup our workstations	\$300 per month	✘	✔	
Do you have a plan to minimise downtime of our workstations	\$800 per plan	✘	✔	
Do you track each service request against each staff member	NA	✘	✔	
Do you regularly check and report on server logs even when there is no problem	Potentially \$1000s	✘	✔	
Do you regularly check disk space on workstations for potential problems	Potentially \$100s	✘	✔	
Do you provide psychometric testing for current and potential staff	\$400 per employee	✘	✔	
Do you provide PC skills testing for current and potential staff	\$350 per employee	✘	✔	
Do you provide Management meetings on demand	\$300 per meeting	✘	✔	
Do you provide after hours Management access for non I.T support problems	\$145 per call	✘	✔	
Do you offer customer satisfaction surveys on completion of each support call	\$20 per survey	✘	✔	