

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



CREYDALL SYSTEMS
IT MAINTENANCE PACKAGES
2009 PRICING STRUCTURE



*All Prices Per Calendar Month

CRYSYS BASIC



\$30 Per Server

\$30 Per Workstation

Patch Management
Remote Management
Event Log monitoring
Backup Reporting
Hardware Changes
Notification of Unusual Events

Daily Auditing
Software packaging service.
Commercial Antivirus license
Commercial Antispam license
Level 2 SLA Response
Monthly Management Reports



CRYSYS STANDARD



\$275 Per Server

\$42 Per Workstation

\$550 worth of **remote support** per month.
CRYSYS linkstream integration.
Level 1 SLA response.
1 Hour monthly management meetings.



CRYSYS ADVANCED



\$370 Per Server

\$67 Per Workstation

Monday - Friday Full Support Service.
Unlimited Remote Support - 8:30am to 5pm .
Unlimited Workshop Support - 8:30am to 5pm.
Unlimited Onsite Support - 8:30am to 5pm.
Hot Swap server service.
CRYSYS Defender Antispam service.

Full Vendor Management.
Online backup (up to 50GB storage per server)
Online backup transfers (100mb per server)
100 Day backup retention
Dedicated phone line for your company to our office.



*All Prices Per Calendar Month

MIX & MATCH

CRYSYS LinkStream \$275

To effectively undertake SLA level 1, Linkstream services are required. This allows Creydall clients to integrate seamlessly with our support desk allowing ultra fast response time, full accountability and complete transparency. Hourly rates still apply.

After Hours SLA package \$1150

Need your business systems up 24/7, the after hours SLA package guarantees no matter what time of the day or night, on-site support will be available. After hours rates still apply.

Server online backup 50GB \$250

This is a Adelaide based backup system that backs your servers data up over the Internet. It is capable of backing up Exchange and SQL databases safely and securely. In the event of a failure we will have a hard disk with your backed up information delivered to your office the same day. (this does not backup the system state data)

Hot Swap Server Service \$300

With the hot swap server service, if you have a server that fails catastrophically, we can have a server delivered and setup the same day. This includes server Operating system and program setup to the way it was prior to the failure, but does not include current data restoration.

Switch Management \$20

Router Management \$20

Discount hourly Rate - Std office hrs \$125 p/h

Planning Calculator

Item	Number	Price	Subtotal
CRYSYS Basic - Workstation		\$30	
CRYSYS Basic - Server		\$30	
CRYSYS Standard - Workstation		\$42	
CRYSYS Standard - Server		\$275	
CRYSYS Advanced - Workstation		\$67	
CRYSYS Advanced - Server		\$370	
CRYSYS Linkstream		\$275	
After hours SLA		\$1150	
Online backup - Server		\$250	
Hot swap server service		\$300	
Onsite Visit - callout fee		\$50	
Switch Management		\$20	
Router Management		\$20	
TOTAL MONTHLY ESTIMATE			

Level 1 SLA Response

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

Level 2 SLA Response

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

Penalties are based on the monthly device 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
8377 7601
OR
EMAIL US
AT

EMAIL:SALES@CREYDALL.COM



Unit 8 / 198 Greenhill Road
Parkside, SA 5063

Phone: (08) 8377 7601 | Fax: (08) 8377 7602
www.creydall.com

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.