



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



CRYSYS OUTREACH

REMOTE CONTROL SOLUTION



CREYDALL SYSTEMS
Business Technology Experts

DOES YOUR BUSINESS NEED:

FAST RESPONSE TO I.T NEEDS

LOWER I.T SUPPORT COSTS

BETTER I.T ACCOUNTABILITY

MORE FOR YOUR MONEY

GET REMOTE I.T SUPPORT!

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CRYSYS

BENEFITS OF REMOTE SUPPORT!

- Its far more cost effective for your business
- Its environmentally friendly
- You get local expertise on tap
- You get your problem fixed faster
- Total cost to fix the problem is cheaper
- Staff are not interrupted with idle chit chat
- Our solution is totally secure



WE DON'T PAY FOR TRAVEL, SO NEITHER DO YOU!

Having to wait an hour, two or even more for a support engineer to arrive to fix a mission critical problem can be distressing. The bill which is usually a minimum of 1 hour for onsite work plus an initial \$80 callout fee can see a small 20 minute problem cost a considerable amount in both upfront costs as well as lost productivity while your staff wait.

Remote support does away with these problems. If you have a problem that takes 15 mins to fix, then we bill for 15 mins

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ALSO A GREAT TRAINING TOOL

Quite often at our support desk, we see problems that a small amount of training would rectify permanently. Because parties at either end see the same computer screen. We can conduct small training sessions while we fix the issue.

This is an enormous benefit as it drastically reduces the number of repeat calls to our support desk that relate to the same problem.

BUSINESS GRADE SUPPORT

Low client to support staff ratio

Clients are not kept waiting on the phone

Local South Australian support - no offshore assistance at any time

Extensive knowledgebase of common technical problems

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CRYSYS

PRICE GUIDE

CRYSYS Complete Care System

Only Available To CRYSY Managed Service Clients

Standard CRYSYS Outreach Plan

Contact sales@creydall.com for a quote or phone 8377 7601 for more info.

Per Incident CRYSYS Outreach Plan

Contact sales@creydall.com for a quote or phone 8377 7601 for more info.

AntiVirus + CRYSYS Outreach Plan

Contact sales@creydall.com for a quote or phone 8377 7601 for more info.

| | AV Plus | Per Incident | Standard | CRYSYS |
|-------------------------------------------------|---------|--------------|----------|--------|
| Remote control access for a single incident | ✗ | ✓ | ✓ | ✓ |
| Unlimited remote control incidents per month | ✓ | ✗ | ✓ | ✓ |
| 256 bit rolling key military grade encryption | ✗ | ✗ | ✓ | ✓ |
| Monthly defrag & temp file cleanout | ✓ | ✓ | ✓ | ✓ |
| Access to the CRYSYS knowledge base | ✗ | ✗ | ✓ | ✓ |
| Control your own network | ✗ | ✗ | ✓ | ✓ |
| Server & PC live alert system | ✗ | ✗ | ✗ | ✓ |
| Daily hardware & Software audits | ✗ | ✗ | ✗ | ✓ |
| Local Server & Workstation backups | ✗ | ✗ | ✗ | ✓ |
| Patch management & Software Deployment | ✗ | ✗ | ✗ | ✓ |
| Monitored Server & Workstation Antivirus system | ✓ | ✗ | ✗ | ✓ |

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BACKED UP BY ONSITE SUPPORT

Its great to think a new technology will come in and sweep all our existing problems away, Remote I.T Support however is only part of the puzzle.



We backup our business grade remote support services with some of the best support engineers in Adelaide. Our Remote Support programme frees up our more experienced engineers so that their response time is far quicker if onsite support is required than would normally be the case.

While remote support is a great tool that reduces the cost of computer support dramatically. It is still important to pick a business that can act fast and professionally in the more traditional areas of Computer & Network support.

Fast, expert support when you need it most. Creydall Systems ensures that your vital business systems are never down for long.

CONTACT US ON
8377 7601
OR
EMAIL US
AT

EMAIL:SALES@CREYDALL.COM



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Parkside, SA 5063

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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.