



# that's correct

The latest in Smart IT Solutions by The Smart IT Company

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## Correct Solutions

We are interested in getting to know you and your business. If you have questions or require assistance please contact sales or support.

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Do you have an adequate Disaster Recovery Plan?

We can help!

**With this month's issue we bring you...** A focus on Disaster Recovery - the first in a series of articles outlining the risks and possible impacts that unplanned events could have on your business. This article comes with a call to action, we are asking you to think about the strategies you have in place for your business. This ties in with our article about offsite backup, which offers some insights into the importance of protecting your data. We also bring you great news about Sybiz VSM Mobile. We value your feedback! If you have any comments about this Newsletter please give us a call on 02-8831-8200.

## the sky is falling....

No really it is. How many times have you heard people say that on TV or in the media? Whether it be terrorist attack, bush fire, earthquake, arson, theft, or the many unplanned, unforeseen events that seem to crop up from day to day. What if your business is affected by one of these many unforeseen events? How would you endure? Would your business even survive?

Statistics show that the vast majority of business owners do not plan for unforeseen events like these. Sure they have insurance to cover the losses of stock and building etc, but what about the intangibles. What about your physical files, your intellectual property, your IT infrastructure? Recently this was brought home to us here at Correct when a colleague of ours in central New South Wales had his IT business burn to the ground. Being in IT he was well prepared for things like this, but even then he did not account for the many subtle issues that raised their heads. Information such as their insurance policies were stored inside the building itself which made it more difficult to get the claim processing started. The IT infrastructure was thankfully the least of their worries and because they had the foresight to develop an IT Disaster Recovery Plan (DRP), they were back on the air within 24 hours of the event occurring. He didn't, however, have a Business Continuity Plan which covered far more than the IT infrastructure.

A DRP is just one part of the overall business continuity plan that needs to be developed. Each business is different and has different dependencies and because of that, there is not a "one size fits all" type of plan that you can use. If you have taken the time to develop a DRP then it will help you highlight the issues that are critical to your business in that most vulnerable time right after a DR event. For some, the plan may call for getting email back on the air quickly, while for others, they just need to ship stock out the door to fill customer

orders as soon as possible. Taking the time to prepare a full Business Continuity Plan (BCP) and as a subset to it a DRP will help you better understand your reliance on technology and how it impacts your business. It will also help you longer term with purchasing decisions if you keep this plan at the forefront of the process.

So what exactly is a Business Continuity Plan? A BCP clearly highlights to the business what aspects need to be in place and in what order. For one of our clients, product shipments are the biggest single issue, more so than invoicing the goods. Therefore their BCP includes planning to ensure that they can deliver their product to their clients regardless of a full scale disaster hitting their main office. For them, this involves multiple storage facilities in separate physical locations, so that in the event of one of them being hit by flood (which would wash their product away) they could ship product to their clients from an alternate location.

How does an IT Disaster Recovery Plan relate to this? The IT DRP works in conjunction with the BCP to ensure that the IT services required to support the BCP are in place as and when required. Its role is to clearly document who is responsible for what during the process so that in the mayhem that follows a disaster scenario, everyone can refer to the plan and all follow the same path. This eases pressure on an already highly stressful situation and ensures that all parties involved can work to their optimum to bring the business back into action as quickly as possible.

**This article is the first in a series of articles in which we will talk about Disaster Recovery Planning and how we can help your business. Now some homework for you – until next time, have a think about how your business would continue if some major event happened... How would you react? What would you do?**

## August Special Offer!

As part of our focus on Disaster Recovery, Correct Solutions would like to bring you this very special offer... We're giving you the chance to win a free HP Projector!

One in every four clients that book a Disaster Recovery Plan and test before the end of September will win a free HP projector!

Call us today on 02-8831-8200!



**Would Your Current Backup System Stand Up to an Unforeseen Disaster?**  
**With VaultCentral and Correct Solutions, You Know You're In Good Hands!**



**The latest in Smart IT Solutions by** **The Smart IT Company**

**at last....sybiz vsm mobile comes to australia!**

Sybiz Software has announced that they will be releasing a mobile product to increase the utility of its popular Sybiz Vision Service Manager product. Sybiz VSM Mobile offers companies that are already using the Sybiz Vision Service Manager the opportunity to send job information to their PDA-equipped sales staff and technicians. In addition to this feature, companies can track the progress of any job through the information entered by the staff on the road. Sybiz VSM Mobile enables your service workforce to wirelessly receive, complete and sign off on service requests without having to print a single piece of paper.

**The benefits of Sybiz VSM Mobile include:**

**Savings on Mobile Costs** – you will no longer need to call technicians to advise them of a new job. Simply log the information in Sybiz VSM and the job will automatically be sent to the assigned technician at a fraction of the cost of a mobile phone call.

**Improved Cash Flow** – with the ability for your service workforce to complete jobs remotely, you can invoice the work to your customers straight away. Clients with internet access can also receive confirmation from you when the work is complete.

**Reduction of Errors** – how often do errors occur due to illegible handwriting? With Sybiz VSM Mobile, technicians can enter required information such as parts, labour and any other relevant information straight into VSM. This reduces double handling of information and promotes greater accuracy.

**Savings on Petrol and Vehicle Expenses** – there is no need for your service workforce to come back into the office to complete paperwork or to pick up information about their next job. Simply assign the next job to your workforce using Sybiz VSM Mobile and save on travel costs.

**Improved Customer Service** – with Sybiz VSM Mobile all of your staff will have up-to-date information on all of your customers, as well as knowing the status of outstanding jobs and when a technician is scheduled to arrive. Your customers will be impressed by your knowledge and the efficiency of your customer service.

Previously Sybiz VSM Mobile has only been available in New Zealand, but it has proven itself to be a very efficient and affordable tool that responds well to an increasingly common demand within the service industry. Sybiz VSM Mobile takes Sybiz Vision Service Manager to the field providing your customers with a high level of service that meets all of their expectations.



**do you have a proper backup system?**

Protecting your data is extremely important and just doing the daily backup is not enough! Most businesses depend on their systems for survival, yet few have adequate procedures to ensure that in the event of a disaster they will have reliable offsite backups and often those that do take their backup tapes offsite, don't take proper care of their tapes. Storage in a bank vault, briefcase, drawer, in your car or at home is inadequate:

- Tapes are highly sensitive to temperature, humidity, dust and magnetic fields and need to be transported and stored correctly
- Your backup tapes contain your company's sensitive data and needs to be protected from falling into the wrong hands
- Businesses are required to comply with an array of regulations regarding record retention. Failure to comply can result in the personal liability of management. The ATO, Corporations Act, Sarbanes Oxley Act, ASIC, ICAA and various industry-specific regulations all refer to the correct management and care of electronic data.

**Offsite backup:**

Correct Solutions has recently partnered with VaultCentral to provide a fully managed offsite backup service that:

- Suits your backup schedule – you may choose to only use VaultCentral's services for your weekly backup, but they can also provide a daily, fortnightly, monthly and annual service

- Delivery and Collection of the media - The correct backup media will always be delivered to and collected from your office.
- Uses state-of-the-art systems - VaultCentral's systems and procedures provide full tracking of every media item and include automated back-up reminders, confirmations and activity reports.
- Ensures proper care during transit and storage - The media is stored in proprietary containers closed with tamper-evident seals as used by ASIO. As guided by Australian Standard 3636.4, media is stored in a secure location in a temperature and humidity-controlled facility and in world-class data safes.
- Provides 24/365 access to stored media - In the event of a disaster or regulatory compliance audit, you are assured of prompt access to the required data.

Correct Solutions with VaultCentral provide a cost-effective service which will be invaluable in helping your business manage a significant responsibility – the proper care of your electronic data, one of your company's most valuable assets.

**Call Correct Solutions today on 02-8831-8200 for information about our other backup and data protection solutions!**