



correct solutions

The Smart IT Company™

Information Pack



c o r r e c t
s o l u t i o n s

Smart IT Business Solutions for Smart Businesses

Correct Solutions understand the challenges of running a small to medium size business. We pride ourselves on taking the time to understand your business and the pains you are experiencing. With the use of our deep knowledge and creative approach we can implement solutions for today and tomorrow that make a positive difference. We offer technology and business software that supports your business and streamlines processes, so you can build on a solid platform and increase performance and profitability.

Established in 1997, we work in partnership with leading vendors to ensure customers receive the best solutions. Our extensive network of trusted partners and suppliers allows Correct to develop solutions for your entire technology infrastructure and business systems. We can help with anything from business consulting, computers, software and printers through to photocopiers, phone lines/system, internet and cabling.

Correct Solutions services the Sydney metropolitan district and regional areas including Wollongong to the Central Coast. Through our partner network and remote access, we also provide solutions for customers with interstate or overseas offices.

Our Services

IT Infrastructure – We can configure, deploy, manage and support a range of systems and environments. We specialise in Microsoft Small Business Server, Microsoft Exchange Server, Microsoft SQL Server and the Microsoft .NET development environment.

Hardware and software supply and installation – We can supply and install any hardware or software your business requires, including any customisation or unique software development.



Smart IT Business Solutions - Our Services

Internet and Web Hosting – We offer services including web and email hosting, internet connections, setups and re-configuration, domain registrations, DNS, backup mail services and Anti-Spam Systems. We can also work with you to design and build websites and intranets.

Business Solutions – We consult on customer relationship management, systems and processes, information, business intelligence reporting and information solutions and offer needs analysis consulting when you are looking to change business systems.

Software development and customisation – We can customise software to suit your requirements or develop bespoke applications.

IP Telephony – We can upgrade your PABX to VoIP (or manage your VoIP system) and implement functionality such as voicemail, caller ID and integration of your phone system with Microsoft Outlook and CRM systems.

Disaster recovery – We design and implement disaster recovery strategies and can conduct regular testing of your environment to ensure the safety of critical data if a disaster ever occurs.

Management Consulting – We work with customers to develop strategic management plans for using IT to generate business benefits such as reduced spending or streamlined business processes.

Training and Support – We can provide training for your IT team or staff that is customised for your requirements. We also support customers' IT environments. Our expert technicians can manage your systems remotely or through on-site visits.



Smart IT Solutions - Benefit Business

Tangible Business Benefits

Implementing cost-effective, comprehensive IT solutions allows you to:

- Integrate business systems to make critical data accessible across your organisation
- Streamline business processes to increase operational efficiency
- Leverage the full power of the internet for connectivity and communication
- Reduce the amount of time spent managing IT problems.

Working with the Best

Having been a Microsoft Certified Partner since 1999 to current day, Correct Solutions has an extensive background and relationship with Microsoft. Our Technology Specialist Wayne Small has been named Microsoft Most Valuable Professional (MVP) each year since 2001. We are one of only 12 Trend Micro Premier Partners in Australia and the only one focused on the SMB market. We are also a HP, CISCO and a Netgear Powershift Reseller.

Our business system partnerships include Sybiz Vision Accounting and Payroll, Sage Evolution Business Systems, Finance Plus Accounting and Legrand Customer Relationship Management.

We contribute to product testing and development, giving us an insight into new products that will fit your needs.



Registered Reseller





A Trusted Partner

Correct Solutions works to develop long-term, open and honest relationships with our customers. We explain our recommended solutions in non-technical terms and emphasise the business benefits you can expect to receive. Dealing with a single provider for all your IT needs enables you to ensure each part of your IT environment works together as a coherent solution.

We advise customers in a variety of sectors, including business services, construction, consumer packaged goods, financial services, healthcare, legal, mining, retail, transport/logistics and whole-sale distribution. Working over many industries gives us better knowledge to help you. Our extensive and current client list includes:

Amp Capital Investors
(Finance)

Incoships
(Shipping Management)

Keneco
(Building & Construction)

Marist Youth Care
(Non-Profit Organisation)

Microsoft
(IT/Software)

Noni B Limited
(Clothing/Apparel)

Seafolly
(Clothing/Apparel)

SGP Insurance Brokers
(Insurance)

Total Construction
(Building/Construction)

Unimin Australia
(Mining)

Vodafone
(Telecommunications)

Wesley Mission
(Non-Profit Organisation)

Correct Solutions is an active member of the small business community. We co-founded the Microsoft Small Business Server (SBS) User Group four years ago to provide a forum for users and resellers to discuss issues and share tips. It is now one of the largest user groups of its kind in the world. Another service is the www.sbsfaq.com website (run by one of our staff). Launched in 2001, it provides reliable, free information about SBS technical issues.



Ryan Spillane – Managing Director

Ryan Spillane's business experience spans 14 years, seven of which were spent as founder and Managing Director of the small business IT company RAS World.

Ryan's entrepreneurial spirit was evident from a very early age. After learning the ropes in his family's company, he soon began to take a more active role and by the age of 17 was responsible for importing more than 1,000 tonnes of glass each month and trading over \$600,000 per month in forward foreign exchange. Since then, Ryan has established and is responsible for several independent business ventures with a combined headcount of more than 40 staff. He imports a variety of products including stainless steel, glass and aluminum, and is always on the lookout for new ventures.

In 1998, Ryan created RAS Group, a company specialising in business management, administration and book keeping, as well as RAS World, an IT company. Ryan's ability to see past technical problems to the underlying business issues enables him to give customers unique insight into how they can use technology to generate measurable business benefits.

In 2005, RAS World merged with Correct Solutions with the goal of providing these services to the wider Sydney community. Both companies were experiencing the same growing pains and were quite often duplicating efforts in different parts of the city. By joining forces, RAS World and Correct Solutions can provide a greater level of service to existing clients while simultaneously increasing their client base.

Ryan's academic accomplishments include the completion of an accounting certificate at TAFE. Ryan also became a Microsoft Certified Professional in January 2005. He is currently studying to attain MCSE certification.

Outside of work and study, Ryan enjoys a wide variety of sporting activities including motorcycle riding, scuba diving, squash and tennis. He also enjoys travelling the world in search of new business ideas and cultural experiences.



Wayne Small – Technology Specialist

Wayne Small founded Correct Solutions in 1997 after working in the technology industry for more than 15 years. He designed and built his first computer at age nine and by 12 was running his own computer repair business. After completing his Electronic Trades Certificate, Wayne became the technical lead in the computer repair department of a TV and video repair company.

In 1989, Wayne became technical support manager for PC manufacturer AST Research. He was soon running AST's training program for technical specialists across Australia and New Zealand. He later moved into marketing and sales, working as an account manager for several key customers.

After years in the industry, Wayne recognised that although a lot of organisations in the SMB sector had the latest hardware and software, they couldn't translate technology into business benefits. To fill this need, he established Correct Solutions. After eight years, Correct Solutions merged with Ryan Spillane's RAS World and Marianne Hewitt's StayAhead Business Solutions to provide a comprehensive technology service for SMBs.

Wayne's deep understanding of technology helps him develop lateral thinking solutions that push the capabilities of technology to provide real and lasting benefits for clients.

Wayne works closely with Correct Solutions' partners. He has Microsoft MCSE 2000 and MCSE+I certifications and has been named a Microsoft Most Valuable Professional (MVP) with a specialisation in Microsoft Small Business Server since 2001. He regularly speaks at international business and technology conferences and provides staff training for partners. Wayne has also contributed to a number of books focused on the SMB sector.

IT is still Wayne's biggest passion. He enjoys spending time at home with his family, bike riding and traveling to places with no mobile phone reception.



Schedule of Fees - Technical Services

Correct Solutions, like your own company, is part of the small to medium business market. We deal with the same IT challenges that your company faces on a day-to-day basis. Our “on the job” experience combined with a high level of IT training and the added benefit of being a Microsoft Certified Partner and a Trend Premier Partner, will provide your company with the maximum level of IT support and expertise you can expect within the IT industry.

Onsite Services

Correct Solutions onsite services are for the situations that require one of our qualified technicians to attend your office. All site visits are billed at a minimum of 2 hrs and then at 30 minute increments. Unlike most IT support companies, Correct Solutions does not charge you a call out fee or parking if required.

Engineer / Consultant	=	\$ 155 / Hr ex GST
Senior Management / Partner	=	\$ 185 / Hr ex GST

Telephone Support (includes Remote Access Services)

Correct Solutions telephone support covers situations that may arise but can be dealt with remotely or with our technicians working from our office. The minimum billing is 30 minutes, then in 15 minute increments. Jobs completed in less than 5 minutes will not be billed.

Billed at \$ 155 / hr ex GST

NOTE: All above rates quoted are for Services during business hours 8:30am to 5:30pm Monday to Friday (excluding public holidays). After hours Services are calculated at 1.5 times the agreed rate.

Managed Service Agreements

For clients preferring to have an assured level of spend for their IT services, Correct Solutions can provide a Managed Services Agreement. Under this agreement we provide proactive and reactive support and monitoring services customised to meet your business needs and risk profile. Your company has the assurance of knowing exactly what you are spending month to month on your IT needs. As each agreement is customised to specific requirements and environments we ask that you speak to us directly so that we can tailor a support contract to suit your specific needs.



Credit Application

Page 1

Company Name: _____
Trading As (Business Name): _____
Mailing Address: _____
A.B.N: _____ No. of Years Trading: _____
Telephone Number: _____ Fax Number: _____
Business Address: _____
Premises: Leased / Owned No. of Year at this address: _____

Particulars of Directors:

Name: _____ Telephone Number: _____
Residential Address: _____
Name: _____ Telephone Number: _____
Residential Address: _____
Bank References: _____
Name of Bank: _____ Telephone number: _____
Branch & Address: _____
Bank Relationship Manager: _____

Contact Names:

Company Manager: _____ Main Contact Person: _____
Email Address: _____ Email Address: _____
Accounts Person: _____ Technical Contact: _____
Email Address: _____ Email Address: _____

Trade References (must provide three):

Business Name: _____
Telephone Number: _____ Fax Number: _____
Business Name: _____
Telephone Number: _____ Fax Number: _____
Business Name: _____
Telephone Number: _____ Fax Number: _____

Amount of Credit requested: \$ _____ (For Non Project Work)



Credit Application

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The terms of payment are strictly nett 14 days from date of invoice unless specifically provided otherwise in writing by Correct Solutions Pty Ltd ("hereinafter called the Company").

The applicant, by signing this application, authorises the Company to make credit checks with the references provided by the applicant and for this purpose the applicant authorises the production of a copy of this document as proof of authority.

The extension of credit shall be at the absolute discretion of the Company. Should the applicant default in making payment on or before the due date the Company reserves the right to withdraw the credit facility immediately in which event the applicant shall immediately pay the Company the outstanding balance of all goods and services supplied by the Company.

The customer hereby acknowledges that, should any amount not be paid on the due date, or any payment by cheque be unpaid, the entire balance then outstanding shall immediately become due and payable without any notice of whatsoever. The customer agrees that a service charge of 0.05% per day on overdue balances may be charged to the customer's account at the discretion of the Company.

In the event of the Company instructing its solicitors to collect an overdue amount all legal fees and collection charges and tracing agents fees as between solicitor and client shall be borne by the customer and all payments made shall firstly be allocated towards such fees and charges thereafter to interest and finally to capital.

Ownership of the product supplied by the Company will not pass to the customer and will remain with the Company until such time as all debts owing by the customer to the Company have been paid in full.

I/We further understand that the Terms and Conditions may be varied at any time by the Company provided that such variation is notified in writing by the Company to the Applicant.

Signed: _____ Date: _____
Name: _____ Position: _____

For and on behalf of: _____
(Company Name)

Please tick the appropriate boxes:

- Yes, I would like to receive Correct Solutions' monthly e-mail newsletter
- Yes, I would like to receive other correspondence from Correct Solutions regarding specials and important technical alerts



c o r r e c t
s o l u t i o n s

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