



Western Suburbs Concrete

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2nd June 2009

Correct Solutions
PO Box 7567 Baulkham Hills DC
NSW 2153

Attention : Ryan Spillane / Colin Amos / Wayne Small

Dear Sirs,

I am writing to you to thank you for the way in which you handled the recent failure of our main server. I am aware you would like to use this letter as a testimonial so I will give a detailed timeline of events which occurred.

Brief Background Information

We are a concrete batching plant operating 25 trucks in western Sydney. We are a major supplier in the western suburbs to projects ranging in size from a small backyard concrete slab to a 10 storey building. Our daily operations are run from software installed on our main server. This software stores all information for our business to run on a daily basis and holds all the information on deliveries that have to be made.

So, in essence if we lose our server we cannot make any sales and all customer orders for the following days would be lost. The volume of orders is far too high for somebody to remember them. So if our server goes down customers will be expecting concrete deliveries to arrive on site at the time they ordered but we cannot send the concrete as we would have no knowledge of the order.

Server Crashed

At 9am in the morning our server crashed and was locked in a circular reboot mode not getting past the windows startup screen.

A call was placed to Correct Solutions and they were on site within the hour. Colin Amos spent 3 hours on site trying to correct the problem with no success so it was decided to take the server back to Correct's office where more detailed work could be undertaken.

Myself and Correct kept in constant contact for the afternoon and evening and by 9pm and still no server running, I was getting seriously concerned as we had a very busy day on the following day with absolutely no idea of the deliveries that had to be made. We had 36 concrete delivery trucks turning up the next morning with no knowledge of the deliveries that had to be made. Aside from losing all of our company information, my immediate concern was the loss of sales and profits the following day.

We were due to start batching concrete at 330am the following morning. Ryan Spillane spent all night into the wee hours of the morning working on our server and managed to not only save all of our information stored on the crashed server, we had a new server ready for operation which was installed at 335am (Just made it !).

On behalf of all the team at WSC I would like to commend the team at Correct for their time and effort in ensuring we were up and running with no down time. The fact that you worked all through the night proves you are dedicated to ensuring you meet your customers needs and this is placed above all else. It is comforting to know we have such knowledgeable, dedicated and skilled people looking after our computer needs. It is not until you have a serious issue such as we did that you fully appreciate the skills and dedication that the people at Correct have. Once again Thank you for your help.

Yours Faithfully,

Peter Vicary
Director