



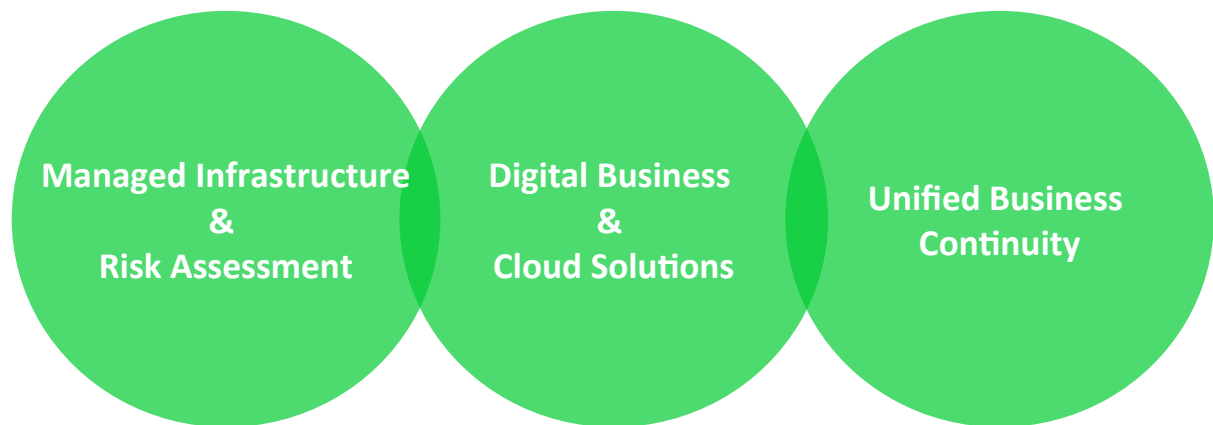
Soltec

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Services Overview

Document Version 12.2021

Our Services



Your Business Specialist

Soltec provides a variety of business support services to facilitate your IT requirements. Our dedicated team of professionals will help you source, customise and install the right technology for your business.

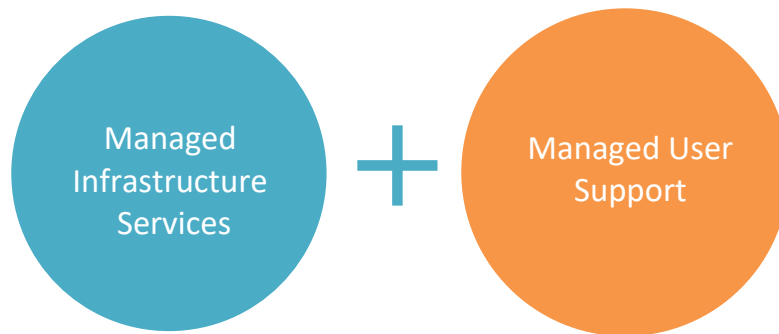
Infrastructure Services

Our managed infrastructure services are tailored for on-going infrastructure support within business environments that demand comprehensive pro-active monitoring, support and maintenance.

Business Support Scalability

We cater to business infrastructure of all shapes and sizes and always maintain a high level of care. For peace of mind, upon entering a service agreement we provide a free on-site audit of your infrastructure.

Infrastructure Services & User Support



Infrastructure Services

Our managed Infrastructure Services are tailored for on-going infrastructure support within your business environment. This provides your core business infrastructure with comprehensive support and maintenance to ensure smooth operation and prompt service.

User Support

Our User Support enables your staff reliable technical support for any hardware or software issues they may encounter. Our User Support Plans are bundled exclusively with any of our Managed Infrastructure Services Plans and are provided by remote, on-site and phone technical service and assistance.

Plans & Pricing

Plan	Price	Computer Coverage	User Support	Response Time
Bronze (Single Site)	\$499 / Month	Up-to 5	\$75 / User	Next Business Day
Silver	\$799 / Month	Up-to 10	\$70 / User	Next Business Day
Gold	\$999 / Month	Up-to 25	\$65 / User	Same Business Day
Platinum	\$1999 / Month	Up-to 50	\$60 / User	Same Business Day
Titanium	\$3999 / Month	Up-to 100	\$55 / User	Same Business Day

All Services and Support plans are excluding GST. Support is provided Monday-Friday 9AM-5PM AEST (excl. Public Holidays). Extended hours, sites and weekend coverage is available with a customised plan.

IT Health

Soltec provide business site audits to enable transparency for your IT & ICT infrastructure. Our technicians evaluate every area of your IT infrastructure including Server, Network Appliances, Backup, Software Applications, PC/MAC Workstations/Laptops/Tablets, Software, ISP, Physical Cabling, Telephony, Fax & Printing.

Our offerings designed to cater for businesses seeking on-going managed support. When you require a dedicated support partner or just need that expert help, Soltec are available to cater for your business needs.

Core IT Business Services

The types of infrastructure support services we provide include:

- Managed Support (Remote and On-Site)
- Hardware and Software Asset Management and Procurement
- Multi-site Business Infrastructure Management
- Infrastructure Relocation Services
- Network Performance Optimisation
- Database Migration & Conversion
- G-Suite and O365 E-Mail migration services.
- Printers and Consumables
- NAS deployment and management
- Server Virtualisation
- Server Failover-Clustering
- On & Off-site Backup/Disaster Recovery Services
- Remote Access / VPN Setup
- Enterprise grade Exchange & Office 365 Solutions

IT Health Assessment

An IT Health assessment comes free with our Managed Services plans. All of our Core IT & Digital Business Services are provided with an obligation free quotation.

Unified Business Continuity | Overview

Siris is an all-in-one Business Continuity and Disaster Recovery (BCDR) product line purposebuilt for discerning customers wanting to efficiently prevent data loss and minimize downtime in their business environments.

Security

Incorporating AES 256 and SSL key-based encryption for data security and compliance – whilst your data is in transit and at rest. For further peace of mind, your data is stored securely in a Tier 3 Australian data centre – your data will never leave Australia.



Reliability

Siris eliminates the need to worry if the system will boot or be recoverable by automatically verifying backups will boot with all data intact and no ransomware, giving you 100% confidence in your backups and ability to restore.

Restoration

Restore options range from granular restores which can target specific files to full system restores which include instant virtualization to keep your customers online. With the ability to immediately get back up and running from the Datto Cloud.

Management

SIRIS is backed by Datto's private cloud so backup, failover, and recovery can be performed locally or in the cloud with no additional configuration.

Maximising Uptime

In the event of a server failure event, Datto Siris can virtualise the last backup in around **10 minutes** giving you peace of mind that you're covered. Backups are stored so that any snapshot can be used to restore or virtualize.



Business Continuity | Medium Capacity



Siris S4 P10

The Siris S4 P10 is a 10 Terabyte 1U Rackmount Business Continuity Appliance designed to provide commercial environments streamlined reliability.

Features

- Complete business continuity and disaster recovery solution
- Off-Site and Local Backup
- Full local virtualisation
- Ability to virtualise in private cloud
- Cloud Management
- Screenshot verification of backups
- From granular restores up to complete server restoration
- NAS / Network share ability that is also backed up
- Options for 12-Month Cloud Retention and Infinite Cloud Retention

Specifications

CPU | Intel Xeon D2143IT (8 Core)

RAM | 48GB

Network | 2x10GbE

Storage | 2x12TB (RAID 1 Mirror)

Capacity | 10 TB

Transfer Drive | 1x1TB

OS Drive | 1x240GB SSD

Chassis | 1U Rackmount

Output Power | 400W

Business Continuity | Nominal Capacity



Siris S3 B Series

Business Continuity Appliance

S3 B1000

The Siris S3 B1000 is a 1 Terabyte Mini Desktop Business Continuity Appliance designed to provide commercial environments streamlined reliability.

Features

- Complete business continuity and disaster recovery solution
- Off-Site and Local Backup
- Full local virtualisation
- Ability to virtualise in private cloud
- Cloud Management
- Screenshot verification of backups
- From granular restores up to complete server restoration
- NAS / Network share ability that is also backed up



Networking

4G Failover Appliance

D200

The D200 is a 4G Failover appliance designed to provide commercial environments internet continuity in the event your primary internet service fails.

Features

- **4G LTE Failover** | Stay connected with Internet that is always up and running with fully integrated 4G LTE failover and failback once primary internet is restored.
- **Telstra Network** | Provided on the Telstra 4G Network,.
- **Unlimited Failover** | Unlimited 4G data use during a failover event
- **Automatic Monitoring** | The D200 detects automatically if the primary internet connection is down and will automatically failover to it's dedicated 4G internet service.

Solutions – Plans & Pricing

Datto Business Continuity

Siris S3 B1000

3 Year Term

Hardware | \$1399 ex-GST

12 Month Rolling Retention |

\$400 ex-GST / Month

Infinite Cloud Retention |

\$450.00 ex-GST / Month

Siris S4 P10

3 Year Term

Hardware | \$5499 ex-GST

12 Month Rolling Retention |

\$1699 ex-GST / Month

Infinite Cloud Retention |

\$1899.00 ex-GST / Month

Siris S3 B1000

5 Year Term

Hardware | \$0 ex-GST

12 Month Rolling Retention |

\$350 ex-GST / Month

Infinite Cloud Retention |

\$400.00 ex-GST / Month

Siris S4 P10

5 Year Term

Hardware | \$1999 ex-GST

12 Month Rolling Retention |

\$1499 ex-GST / Month

Infinite Cloud Retention |

\$1699.00 ex-GST / Month

Labour

(\$150/hr)

configuration | 1hr

deployment | 1hr

Includes delivery and installation.

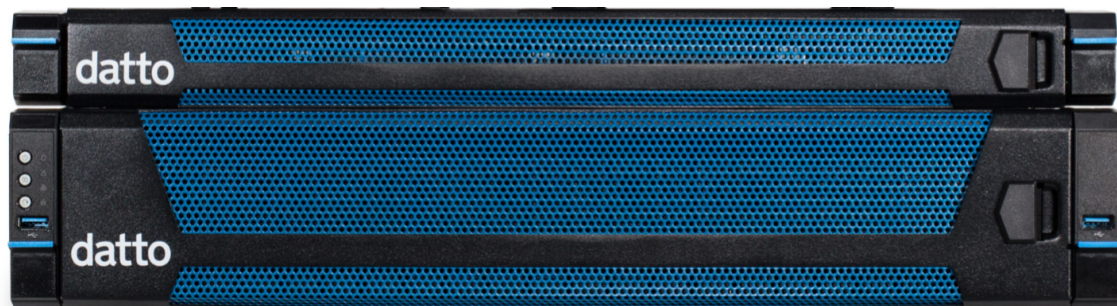
Labour

(\$150/hr)

configuration | 1hr

deployment | 1hr

Includes delivery and installation.



Networking 4G Failover Appliance D200

3 Year Term

Hardware | \$299 ex-GST

Cloud Service | 36 months

\$150 ex-GST / Month

5 Year Term

Hardware | \$0 ex-GST

Cloud Service | 60 months

\$120 ex-GST / Month

Labour

(\$150/hr)

configuration | 1hr

deployment | 1hr

Includes delivery and installation.