



TaxRefunds.co.nz were seeking back-up that was fast, reliable and ensured minimum down time. Their previous IT provider did not understand the risks.

We did, and we were tested

Has your business suffered any downtime recently since using Storage Craft products and how has that impacted on your business?

As an online business the loss of any of our web services, back office (database) or our online tools, leaves the business in a position of risk. The client's expectation of a fast and reliable service requires that we are available whenever our clients demand it. That together with stiff competition means that if you are down, you are losing money and clients. We have had a recent outage due to the physical hardware failure, but from our clients perspective nothing was wrong. The ability for Oxygen IT to monitor the hardware, identify a fault and transition to a virtual environment within minutes protected the business from the above risks. It is a great customer experience for us to have the fault identified and solution provided at the same time.

Has Oxygen IT delivered ROI for your business?

Yes, being down cost us not only money, but clients as well. Before Oxygen IT and the installation of these products any outage would require a physical person on site to resolve the issue and then back up from a physical storage unit. A previous outage we experienced before Oxygen IT required 24 hours to have a technician on site and resulted in a loss of data.

Taking this and the fact that we no longer require to take a physical tech presence into consideration means our overheads have been reduced. ROI delivered.

THEN

Time down	24 Hours
Lost Data	12 Hours

WITH STORAGE CRAFT

Time down	3 Minutes
Lost Data	None

Why do you believe others may benefit from Oxygen IT's Silver Plan option for their Off Site storage?

We handle a lot of data that is very difficult to recreate. The risk to the business on relying on physical backups that are performed daily is just too high. Due to the volume of information being backed up incomplete or failed results were common. The risk of losing over 24 hours of data is not acceptable and has been mitigated by this service now.

From your experience, why should someone use these two products?

In a nutshell, piece of mind. You don't have to now worry about hardware or software failures and the impact that causes on your services.

How would you rate our performance using these products?

Excellent, the guys at Oxygen IT are easy to reach, responsive and deliver solutions that either fix your problems or prevent them. The added bonus is that they speak English, not IT speak. We get solutions we understand. This is important to me, as a customer I want to understand what is happening.

SILVER PLAN: OFFSITE HOSTING / REPLICATION

In the event of a catastrophe, all data should reside in a secure location off site, to be recovered when necessary

We replicate your backup data to our secure facility continuously. This makes sure that you have a reliable recovery point off site

**\$199 (up to 2TB)
+\$49 per extra 1TB**

Would your business survive if disaster struck?

Don't repeat the same mistakes many Canterbury businesses did