



THE CYBERSECURE PARTNER PROGRAM.  
BUILD REVENUE. PROTECT YOUR CLIENTS.

CyberSecure™ - backup & recovery simplified.

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## THE CYBERSECURE MISSION

Established in 2002, CyberSecure was formed to address the growing problem of data security and in particular - backup and recovery of data.

Our focus has always been to develop backup solutions that simplify the complex problem of ensuring information is protected in today's highly data-dependent world.

We have since developed an entire portfolio of solutions, meeting customers requirements from individuals right through to multi-site corporations.

Our online backup products and services are built with a reputation for dependability, security and ease-of-use and our team of experts continues to rise above the industry standard. By crafting our own solutions, we can deliver to market superior products, specifically designed to meet our customers and partner's requirements.

CyberSecure's data protection solutions protect critical assets across a wide range of industries including elite Australian universities and across the government, legal, financial and medical sectors.

CyberSecure is an approved & short-listed supplier of IT security services to the Australian Federal Government Attorney General's Department.

## ABOUT OUR DATA CENTRES

The CyberSecure storage network is co-located in two separate multi-million dollar, carrier-grade datacentre facilities in Melbourne and Sydney.

These purpose-built, highly secure facilities are designed to house sensitive computer server and communications equipment and feature the following:

- Secure intrusion and access control through surveillance, CCTV Cameras, manned surveillance and locking rack cabinets.
- Multiple redundant uplinks to major bandwidth providers ensures a fast and reliable network link at all times.
- 99.99% uptime SLA (Service Level Agreement) with each facility.
- State of the art VESDA fire detection and prevention systems.
- Protected power through 20 amp circuits supplied from two separate power distribution units for redundancy.
- UPS (Uninterrupted Power Supply) with DC back-up and generators to supply power in the event of utility power failure.
- Managed 24 hours a day, 7 days a week, to provide assistance and unrestricted access to manage and maintain equipment.

### DATA CENTRE FACTS

- Our servers are located in the same facilities as major government agencies and large corporate clients.
- SLA's are in place ensuring the highest levels of uptime and connectivity for our customers.
- We exclusively use Australian data centres - our customers have physical access to their data in the event of a disaster.



Backup and recovery simplified.

## WHY BECOME AN OFFICIAL CYBERSECURE PARTNER?

Feature	Benefit
Build revenue immediately	Generate additional income from your existing customer base - up to 25% ongoing commission.
No infrastructure required	We have everything already setup - servers, helpdesk facilities, recovery procedures, contracts with couriers.
No setup or ongoing fees	Protect your customers and generate income with no hassle - there are no joining fees, sales targets or ongoing membership fees.
Billing options - either bill the customer directly, or let us take care of the billing direct	Flexible billing options allows you to brand CyberSecure under your own managed services agreement and business model with your customers or let us take care of the billing to the customer.
Marketing support	We can be involved in co-marketing to potential customers in addition to providing printed, PDF marketing material and additional marketing support.
High quality documentation	<a href="http://www.CyberSecure.com.au">www.CyberSecure.com.au</a> has a wealth of information ranging from tutorials, user manuals, how-to guides and frequently asked questions. We pride ourselves on having great documentation.
Training & sales assistance with CyberSecure	Technical workshops & seminars can be conducted to train your technicians in fully understanding the CyberSecure software and backup/recovery concepts.
Free backup account for your own purposes	A free 2GB account is provided to all partners. Those partners that perform well are eligible for account upgrades.
Free 15-GB trial account for customers	A free 30-day trial account is provided to customers to test the backup & recovery features and prove CyberSecure in their environment.
Access to beta testing and new products	As a CyberSecure partner, you'll have access to the latest developments in online backup products and technologies before public release.
Superior technical support	Partners are given priority technical support, ensuring delivery of the highest service levels to your customers.
Generate extra revenue in addition the ongoing commission	For example, checking the CyberSecure backup logs, training customers on the backup & recovery procedures, forming a disaster recovery plan are all additional ways to add regular revenue within your current business model.

# CYBERSECURE BACKUP EDITIONS

## Standard Edition - Home & Small Business Users

The standard version is designed for those who have simple backup requirements such as home and businesses not using a server. The interface is very easy to use, with backup options preset to the most common requirements. CyberSecure Standard Edition features:

- Encryption of data using AES-256.
- Recovery of previous backups (up to 14 days/versions).
- Backup reports delivered via email.

## Advanced Edition - SME's

The advanced edition of CyberSecure is designed with power users and business needs in mind. It contains the features of the standard edition, plus powerful extras such as:

- Multiple backup sets.
- Ability to backup & recover multiple workstations & servers.
- More frequent automated backups.
- Complex retention history.
- Recovery support for Microsoft SQL<sup>®</sup>, MySQL, Oracle<sup>®</sup>, Lotus Notes<sup>®</sup> and Microsoft Exchange<sup>®</sup> environments.

## Enterprise Edition - Corporate Clients

The enterprise edition utilises a hardware appliance that is placed into the customer's network. This rack mountable appliance centralises the backup process and can locally cache backup data for fast data recovery.

A software agent is deployed on each server, which uses Windows VSS (Volume Shadow Services) to natively backup open files and take consistent snapshots of Microsoft Exchange and Microsoft SQL databases.

### **CyberSecure Enterprise includes advanced features such as:**

- Bare-metal recovery - extremely fast recovery of Windows<sup>®</sup> 2008 servers.
- Data deduplication - significantly reduces the amount of backup data. For instance if a 100MB file was stored multiple times across the organisation; deduplication means only one copy of the file is stored in the backup, minimising storage space to an absolute minimum.
- AES 256-bit private-key encryption - meeting US and Australian government standards.
- Service Level Agreement - guaranteeing a minimum level of CyberSecure's backup storage network availability.
- Managed service - CyberSecure engineers check backup reports on a daily basis. Performance is constantly monitored and reported to our engineers.
- Support down to source code - our ability to access and modify the source code of the product means that we can easily and rapidly include features tailored to our clients specific requirements.

## CYBERSECURE STANDARD & ADVANCED PRICING

Compressed Storage	Standard Edition		Advanced Edition	
	Per Month	Per year	Per Month	Per Year
1GB	\$7.99	\$87.89	\$25	\$275
5GB	\$14	\$154	\$39	\$429
25GB	\$29	\$319	\$59	\$649
50GB	\$39	\$429	\$89	\$979
100GB	\$48.99	\$539	\$129	\$1,419
200GB	\$68.99	\$759	\$168.99	\$1,859
300GB	\$78.99	\$869	\$188.99	\$2,079
400GB	\$88.99	\$979	\$198.99	\$2,189
>400GB	\$Call	\$Call	\$Call	\$Call

### Value-added extras

Added Extra	Description	Cost
Technical support	Unlimited phone & email technical support for the life of the plan. \$4 for standard and \$10 for advanced plans.	\$4-10 /month
Setup Assistance	A CyberSecure backup & recovery engineer will call you to assist in setting up the backup software.	\$55
Hard drive for initial backup	For backups over 25GB, you may want to perform the initial backup onto USB drive to minimise the impact on your internet connection. Includes return shipping. (advanced plans only)	\$33
Extra computers	If the CyberSecure Advanced agent is installed on additional workstations. Per workstation. (advanced plans only)	\$5.50 /month per computer
Extra servers	If the CyberSecure Advanced agent is installed on additional servers. Per server. (advanced plans only)	\$11 /month per server
Exchange mail-level backup	Enables the recovery of individual mail items from Microsoft Exchange® servers. (advanced plans only)	\$2.20 /month per mailbox

All pricing is inclusive of GST.

Pricing is subject to change without notice.

For plans without technical support, a fee of \$55 per incident applies.

Standard terms and conditions apply to all plans.

Full terms and conditions are available at <http://www.cybersecure.com.au/legal>

## CYBERSECURE ENTERPRISE PRICING

Deduplicated Offsite Storage	Per Month	Per year
50 GB	\$132	\$1,452
75 GB	\$171.60	\$1,887.60
100 GB	\$203.50	\$2,238.50
150 GB	\$268.40	\$2,952.40
200 GB	\$315.15	\$3,466.65
Quotas over 200GB are costed in 100GB bracket increments		
200GB to 1TB	+\$0.94/GB	+\$10.29/GB
>1TB	+\$0.72/GB	+\$7.87/GB

### Appliance hardware

Appliance Model	Cost
Customer-sourced hardware	\$330 setup fee
500GB K45 non-rackmount appliance	\$715
1TB K45 non-rackmount appliance	\$935
2TB K45 non-rackmount appliance	\$1,089
2TB entry-level rackmountable appliance	\$2,299

### Value-added extras

Added Extra	Description	Cost
Hard drive for initial backup	For backups over 25GB, you may want to perform the initial backup onto USB drive to minimise the impact on your internet connection. Includes return shipping.	\$33
Site replication	Your data will be replicated to our second datacentre site located in a separate Australian city.	40% of plan cost

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## DATA RECOVERY OPTIONS

Recovery item	Cost
Unlimited data restores from our data centres direct to customers computer or server	FREE
Entire backed-up store of data transferred onto loan USB hard drives and shipped express to the customer. Suitable for restoring larger data volumes above 50GB. Allow 1-2 days for processing and delivery. Up to 100GB	\$250 + delivery
Additional GB over 100GB	+\$1/GB

Urgent Data Recovery	Cost
Entire backed-up store of data is transferred onto hard disk drive(s) and hand-delivered to the customer by a CyberSecure engineer (nationwide). Suitable for restoring large critical data volumes in an emergency.	POA

Speed of restoration is dependent on amount of data and throughput of servers and network.

Urgent data recovery is subject to CyberSecure's standard consulting rates of \$192.50 /hour during business hours and \$275 /hour after hours, plus a \$55 callout fee.

All prices indicated include GST.

Data is free to restore from the server via the Internet, as often as required, but for cases of urgent data recovery of large datasets (for example, over 50GB), then it may be a better option to have the backup transferred to portable hard drive and sent out to the customer premises.

Urgent recovery pricing will be calculated on the day and will include the cost of transportation to the customer's site, whether it's just down the road or 5 hours by plane. We'll go the extra mile!

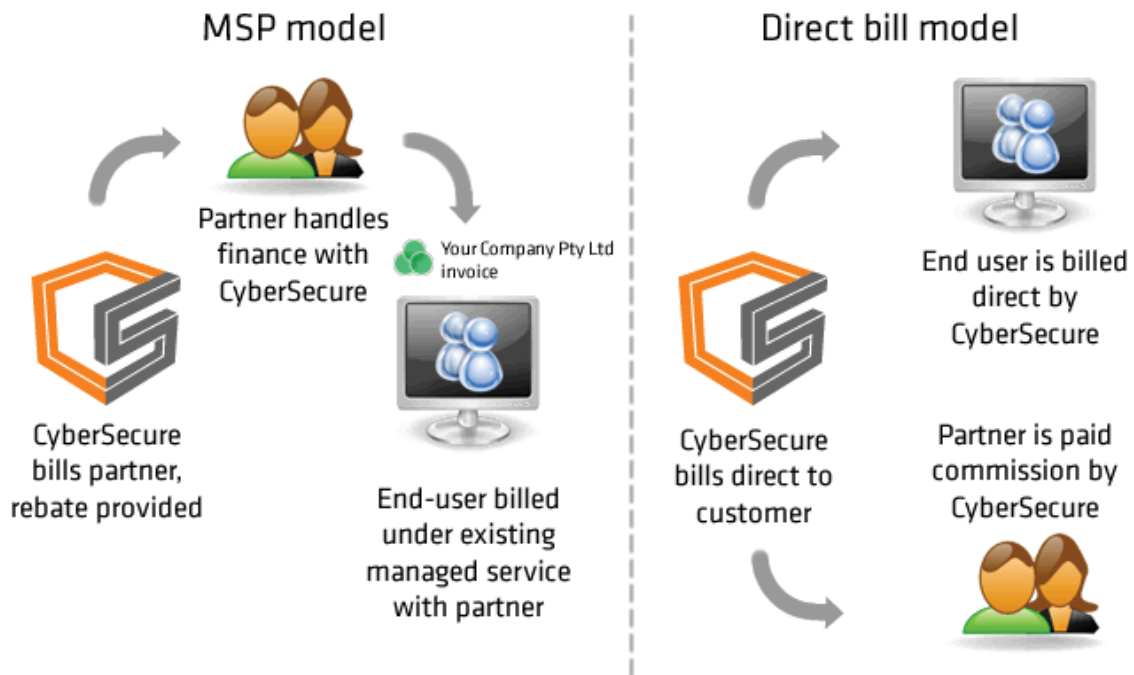
### Recovery assistance - guides & tutorials

Guides and tutorials for the most types of backups can be found in our extensive knowledgebase online or in the Recovery Procedures Handbook available from CyberSecure.

These guides detail the recovery procedures for:

- Microsoft SQL Server®
- Microsoft Exchange®
- Windows 2003® system state - registry & system files
- Bare-metal recovery for Windows 2008® servers

# COMMISSIONS & REBATES



Edition	Commission per month
Standard	10%
Advanced	15%
Enterprise < 400GB	20%
Enterprise > 400GB	25%

We offer two billing models for generating sales under the CyberSecure partner program:

**Direct bill model (Default):** Direct bill to the customer, with an ongoing commission to the partner.

Commissions are paid into the partners nominated bank account every month.

**MSP model:** Billing to partner, partner then bills customer.

This model is suitable for managed service providers and IT integrators.

CyberSecure will bill the partner for their customer’s backup service. The partner then invoices their customers with any additional margin added on under their own brand.

A rebate is then paid on a monthly basis back to the partner.

## TAKE THE NEXT STEP

**Join today at [www.CyberSecure.com.au/partners](http://www.CyberSecure.com.au/partners)  
or talk with our partner team on 1300 854 292.**

### Learn about backup & recovery

The CyberSecure website has a wealth of information available to help you understand the risks and solutions for backup & recovery - no matter how big or small your requirements.

### Choose your solution

CyberSecure offers a range of solutions depending on your needs, have a chat to one of our sales staff to discover which solution is right for you.

### Tutorials, guides and frequently asked questions

Answers to the most common backup & recovery questions are available on our website at [www.CyberSecure.com.au/faq](http://www.CyberSecure.com.au/faq).

## CYBERSECURE CONTACT INFORMATION

**CyberSecure is an Australian leader in encrypted backup and recovery solutions.**

### Head Office

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Preston VIC  
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### Mailing Address

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### Internet Addresses

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