**File Share Maintenance & Backup Solution Quotation***Hispania P&I Correspondents*

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| **Backup Solution**  **a)** | |  | | |
| Backup Device | | HP StorageWorks DAT 160 USB Tape Drive | €680\* | |
| Tapes | | 15 tapes @ €20 per tape | €300\* | |
|  | | **Total** | **€980** | |

\* Prices correct at time of quotation via online suppliers.

* The file server (an XP Professional system) is already in place and setup for file sharing via permissions. The backup unit would connect to this and complete its backups daily/weekly/monthly (tbd) via USB, via an automated program with a predefined scheduled backup regime.
* User interaction: Changing the backup tapes and periodically inspecting the logs to ensure backup success.
* Error alerts to be emailed to mailbox of choice by backup program.

**B)**

* An additional 500 Gb USB external hard drive to work in partnership with the existing external USB hard drive (on an alternating bi-weekly schedule).
* The existing DOS command backup batch file to be retired. A new backup program to be installed on the server, with a folder/file specific scheduled backup being initiated daily/weekly/monthly (tbd).
* User interaction: Swapping the drives and periodically inspecting the logs to ensure backup success.
* Error alerts to be emailed to mailbox of choice by backup program.

**In Either Case:**

The network-based Backup Hard Drive (Iomega?) is to be retired (to become skipware).  
For both backup solutions, the work to be completed on the server is the same, to whit:

Removal of old backup batch file, and installation and configuration of new hardware/software.

**EMail Backup and Workstation Maintenance:**

* The installation of a backup program on each client machine. This program would automatically copy the user’s emails/contacts/calendar (Outlook), Documents, Favourites and all Desktop items to a pre-defined private folder on the server.
* The copying process would take place at staggered times throughout the week (or throughout the day if it is felt each user requires daily backups).
* The backup procedure for each client would take place invisibly and with zero interaction from the user (in the event an error occurs during the backup, a report will be emailed to a predefined mailbox with details of the failure)
* The backup takes place without closing Outlook or any documents while the user continues to work.
* Each client machine to undergo basic maintenance: removal of temporary files, checking AntiVirus viability and anti-virus database updating status, the parsing of system logs to identify problems, and a spyware/malware check.

**Migration of all email accounts from POP3 to IMAP (server maintained emails).**

* Currently all email accounts are POP3. Outlook is programmed to leave a copy of each email on the server for 30 days to allow for portable email device retrieval (ie Blackberry).
* The option to migrate the domain and email accounts to another provider allow for the creation of IMAP accounts (where the email is always kept on the provider’s server) – once changed, Outlook simply reflects the server’s active content rather than downloading the emails from it (POP3)
* For the changeover, each client machine would need to be worked on,

Labour Costs for Backup Installation & Configuratio**n: €200**  
This includes all aspects of setup as described above and installation & configuration of the backup tape drive or secondary external hard drive and would involve 2 days on site.

* Reinstallation of Windows XP Professional & Office 2007 on existing PC or laptop: €100 per machine (complete data backup, wipe, reinstallation and replacement of data).

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**Optional additional & ongoing Support & site presence (monthly visits):**

* Monthly onsite visits (up to 3 hours per month)
* Workgroup Server PC pre-emptive maintenance – anti-virus, event logs, errors etc.
* Anti-Virus sweeps & on-going preventative maintenance.
* Q&A for issues arising.

**€90 per month** (quarterly payments)

* Other issues requiring more time charged at €35 per hour extra or per agreed project