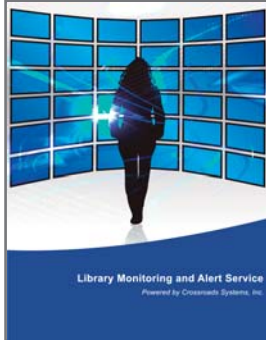


Tape Environment Services

Overview

Tape storage is part of many organizations' disaster recovery and archive initiatives. Unfortunately, backups and recoveries fail at all too regular rates, placing crucial corporate data at risk. These failures can be due to a complex mix of issues relating to the tape drives, media, network and applications, and result in risk to data, system down time and budget impacts.

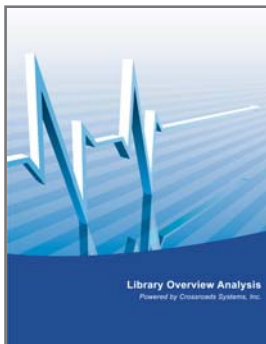
Crossroads Tape Environment Services offer four distinct services providing a detailed assessment of your tape storage system. Insight is obtained by collecting real-time operational information from the tape library, tape drives and media. The Library Monitoring and Alert Service provides timely insight into potentially degrading conditions, allowing you to take immediate, corrective actions that minimize risk to corporate data. The Library Overview Analysis Service offers a portal into the efficiency, effectiveness and health of the tape library environment, with targeted, specific recommendations and observations. The Site Analysis Survey provides an even deeper look into the operation of the tape library, providing comprehensive insight delivered through detailed reports with actionable recommendations and projected cost savings. The Tape Verification Service validates the readability every tape, assuring data will be recoverable when needed. With these services, organizations can maximize existing backup resources, avoid unnecessary capital expenditures, save time troubleshooting storage issues, meet compliance requirements and reduce the risk of losing data.



Library Monitoring and Alert Service

Visibility into potentially degrading conditions allows companies to schedule proactive, corrective and cost-saving maintenance on suspect devices before issues occur, rather than requiring extensive and expensive system-wide troubleshooting after events turn critical. The Library Monitoring and Alert Service tracks a wide range of library parameters and provides daily reports on all triggered alerts. This Service reports on Critical events, such as lost device communications or serious error conditions that can place successful backups or restores in jeopardy. The Service also reports on Cautionary, Concern or Informational conditions, such as poor drive efficiency or high device load counts that can have a long-term impact on system costs, capital expenditures or successful data recovery.

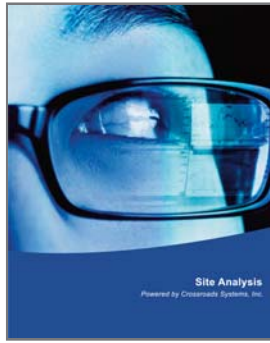
The Library Monitoring and Alert Service is available as an annual service.



Library Overview Analysis

In today's economy, significant data growth, disaster recovery, regulations and compliance all factor into an organizations' need to successfully back up data; therefore, any failure of the data backup process can pose a significant and expensive problem. Tape still provides the lowest cost, most portable and highly-scalable solution for backup and archive, yet few tools exist that provide a truly insightful view into a tape library's health, performance, and utilization. The Crossroads Library Overview Analysis offers an clear view into the efficiency and effectiveness of the tape library environment, graphically highlighting potential trouble areas, inefficient optimization, or degrading systems. Each month, a personal web portal updates a graphic view into the trends and activity of your tape environment. Through the comprehensive set of graphs, crucial corporate decisions can be made regarding asset purchases, system optimizations, maintenance adjustments, and resource allocation. The Library Overview Analysis also provides Quarterly Summaries with trending scorecards on corporate initiatives such as Efficiency, System Health, Data Risk and Asset Utilization.

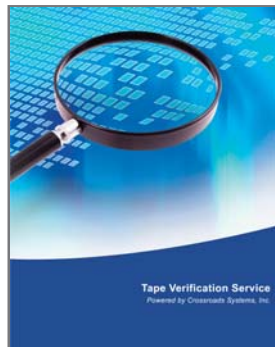
The Library Overview Analysis is available as an annual service.



Site Analysis Survey

A tape library system can comprise of a sizable percentage of your company's storage budget and is typically a critical component of your business' disaster recovery program. However, few tools provide a truly insightful view into a library's health, performance and utilization, and the current business climate allows IT departments scarce resources for system-wide analysis. The Crossroads Site Analysis Survey Service monitors the real-time operation of your tape storage system, examines the collected data and delivers a bound report complete with a detailed analysis of the environment, actionable recommendations and projected cost savings. All Site Analysis Survey reports are divided into individual comprehensive sections that provide detailed insight into the efficiency and performance of existing assets, data risk due to defective or degrading components, and potential down-time due to over-used equipment. In addition, each analysis provides a complete view into the behavior of the environment, the impact of this behavior on the success and reliability of your backups, and clear recommendations on how to mitigate risk and improve cost savings.

The Site Analysis Survey is available as a one-time service, providing a detailed view of your environment over a 30-day window, or as an on-going service providing regular quarterly reports.



Tape Verification Service

Tape is a cost-effective, reliable and environmentally-sound approach for long-term storage of business-critical data. However, as with any storage medium, errors can occur during the initial write or media may degrade over time, placing future data recovery in jeopardy. The Crossroads Tape Verification Service reduces the risk of critical data failures by validating that the information written to each tape can still be read. Early detection of degrading media allows you to implement corrective measures proactively instead of discovering that your data is unreadable during an emergency. The Tape Verification Service provides full reports showing metrics of all tapes verified, presenting clearly-documented records for regulatory compliance or Service Level Agreement (SLA) audits. By verifying media stored in the library, businesses can lower costs associated with tape and be assured that data will be recoverable when needed.

The Tape Verification Service is available on a per-tape basis.

Zero Impact to Storage Infrastructure

Information for all services is obtained through the Crossroads ReadVerify™ Appliance (RVA®), a standalone, self-contained device that installs quickly into your Storage Area Network. There are no agents to install and no additional servers or components to purchase. Data collection is performed out-of-band of the backup or data application and has no impact on the existing backup infrastructure.

Summary

With the Crossroads Tape Environment Services, you gain clear insight into your tape storage environment, allowing informed opportunities for cost savings, risk mitigation and improved operation. With the increased visibility into the operation and usage of your library, you can proactively manage resources and address issues to minimize downtime and ensure the recoverability of your business-critical data.



Crossroads Systems, Inc.
11000 North MoPac Expwy. Ste. 100
Austin, Texas 78759
USA
TEL: 866.BUY.CRDS
866.289.2737
512.349.0300
FAX: 512.349.0304
EMAIL: sales@crossroads.com

www.crossroads.com

ABOUT CROSSROADS

Headquartered in Austin, Texas, Crossroads Systems delivers flexible solutions to connect, protect, secure and restore business-critical data. Crossroads (symbol: CRDS) is currently traded on Pink Sheets and also posts its financial disclosure reports, press releases and other related documentation on the OTCIQ web service of the Pink Sheets website. For more information, please visit www.crossroads.com.

Crossroads Europe GmbH
Marie-Curie-Str. 19
73529 Schwäbisch Gmünd
Germany
TEL: +49 7171 99800-0
FAX: +49 7171 99800-10
EMAIL: contact-europe@crossroads.com