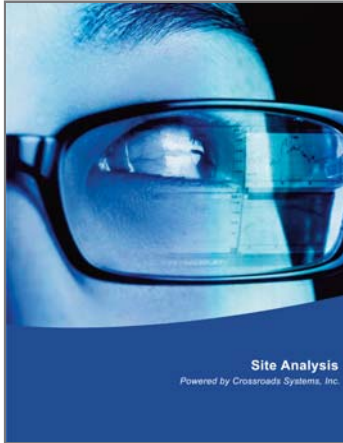


Site Analysis Survey



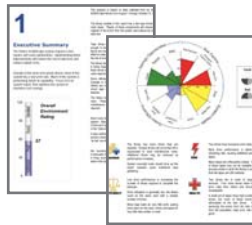
Overview

Today, IT departments are operating with fewer personnel, tighter budgets and shorter cycles than ever before. Yet, the same storage challenges remain: provide efficient, cost-effective, reliable long-term protection for critical corporate data and ensure that it is recoverable when needed.

The Crossroads Site Analysis Survey Service provides a method to gain comprehensive insight into the health, performance and utilization of your tape library system without placing additional pressure on reduced IT resources. The Site Analysis Survey monitors the real-time operation of your tape storage system, examines the collected data and provides a detailed analysis of the environment, complete with actionable recommendations and projected cost savings. The Site Analysis Survey offers insight into the efficiency and performance of existing assets, data risk due to defective or degrading components, and potential downtime due to over-used equipment.

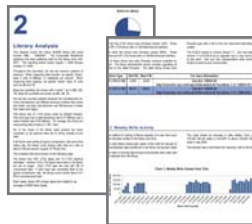
Comprehensive Analysis

All Site Analysis Survey reports are divided into individual comprehensive sections that provide a detailed analysis on the overall operation of your tape library. 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.



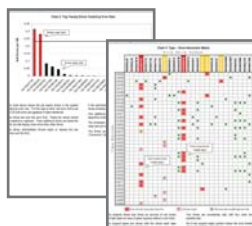
Executive Summary

This high-level summary provides a succinct view of the overall state of the tape library environment. Rankings in areas of cost-savings opportunities, system efficiency, system health and data risk show the condition of the current environment and clearly illustrate areas needing immediate attention. In addition, these rankings provide metrics to measure how, over time, policy changes and improvement initiatives impact the overall environment.



Library Analysis

This section offers a detailed synopsis of the library environment/tape drives, media, data written and read, firmware versions and other pertinent data. This overview provides an at-a-glance view showing if the library is operating at an optimal level, confirming that components are at the current revision, recommendations if upgrades are needed and if data traffic is as expected.



Drive-Tape Error Analysis

Determining the root cause of data errors to either faulty drives or failing media can be a time- and labor-intensive effort. Misdiagnosis can lead to major cost expenditures through disposing perfectly good media and also poses a risk to data recovery by continuing use of faulty drives. The Drive-Tape Error Analysis identifies suspect media as well as defective tape drives, pinpointing degrading components.



Drive Performance and Utilization

This section provides insight as to whether existing tape resources are being used effectively and efficiently. Individual drive performance is measured to identify isolated or systemic network, server or application bottlenecks, as these bottlenecks can lead to failed, incomplete backups. In addition, maintenance cost savings can be gained by removing non-required assets. System downtime as well as capital expenses can be minimized by identifying and reducing premature wear on over-used/loaded components.



Tape Usage Analysis

Since tape environments are most efficient when large amounts of data are written during a single session, poor performance, high system overhead and premature wear can be isolated by identifying inefficiencies in tape usage.

Conclusion/Recommendations

A summary of the analysis findings identifies risk areas, low efficiencies and performance impacts. Step-by-step recommendations, such as drive removals or tape replacement, are offered for improving overall performance and minimizing data risk.

Cost Savings

Opportunities for cost savings based on the suggested recommendations are quantified in this section. Suggestions encompass improvements with direct impact on capital, operating and maintenance expenses, process improvements, resource allocation, and Service Level Agreement (SLA) compliance.

Zero Impact to Storage Infrastructure

Data for the Site Analysis Survey is obtained through Crossroads ReadVerify™ Appliance (RVA®), a standalone, self-contained device that installs quickly into your Storage Area Network. RVA integrates seamlessly into your existing tape environment: 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.

Services Available

Tape Environment Services comprise three distinct offerings: Library Monitoring and Alert Service, Site Analysis Survey and Tape Verification Service. 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 ongoing service providing regular quarterly reports. The Library Monitoring and Alert Service tracks a wide range of library parameters and provides daily reports on all triggered alerts. The Tape Verification Service minimizes disaster recovery risk by validating that the information written to each tape can still be read. With the Tape Environment Services, you gain clear insight into your tape storage environment, allowing informed opportunities for cost savings, risk mitigation and improved operation. With 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.



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ABOUT CROSSROADS

Headquartered in Austin, Texas, Crossroads Systems delivers flexible solutions to connect, protect, secure and restore business-critical "data-at-rest." 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.