CrossCheck Travel 3.0

Database Backup and Re-build Policy

Galileo's CrossCheck Travel (CCT) software is the leading mid to back office accounting and client management system in Australia and New Zealand.

CCT Database Backup

o CCT utilises an SQL Sybase database and daily backups are considered mandatory, therefore you will need to provide a back-up solution for the database.
o Uninterrupted power supply is also considered mandatory for your data protection.
o Data is one of the most valuable assets of your business!
o Loss or corruption of data can be costly – financially and in terms of human resources, and can ultimately put your business at risk. It is therefore essential that every precaution is taken to ensure that data integrity and security is continually maintained.

Regularly checking that the backup is working correctly,

is the responsibility of the agent.

Further CCT information and backup documentation is available from the following web link
http://support.galileo.com/gsc/cct_documents.htm

CCT Database corruption

o If your database has a corruption due to hardware failure or power surge, you will be able to restore from your daily backup. In the case where no backup is available, Galileo may call on the services of Sybase to assist with the possible recovery of your data and charges will apply.
o Galileo, in conjunction with Sybase will estimate the cost once it is deemed a rebuild is possible.
o A database rebuild will not commence until Galileo has obtained the Client's signed agreement to pay the rebuild charges (minimum cost is 3 hours @ $132 per hour).
o Galileo is unable to guarantee an operational database rebuild where no backup is available.
o Galileo can only perform a rebuild from log files that, where possible are able to be recovered after a hardware failure or power surge.
o Where a recovery has been possible, the agent will be required to test and report back any issues within 1 week of the restored database being installed at the agency, after this time any additional work performed will be chargeable over and above the original rebuild costs.

Any loss of data after a database rebuild is not the responsibility of Galileo.