

MELBOURN PARISH COUNCIL

Full Council : Monday, 2 August 2021

Item : PC059/21c) – Increased IT support costs

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Dear Claire,

I hope you are well,

As a result of our latest infrastructure audit we have been implementing improvements to continue providing you with the best possible service.

Storage is a critical part of what we provide for you so the audit also focused on all online backup and storage accounts.

Where we have found accounts to be over the storage quota you subscribe to we will be increasing your subscription to the closest product that matches your current backup.

The new subscription will also include a buffer to allow for growth.

Your current protected online backup service is for 50GB at £15 per month and we are currently storing over 450GB for you.\*\*\*

We will be increasing your subscription to 250GB at £37.00 per month and this will appear on your next monthly billing cycle.

Up to this point we have continued to honour your overages with no increase but as you know data is always growing and we are constantly investing in storage to enable us to protect your data 24/7.

If you have any questions or queries please don't hesitate to contact me.

Best Regards,  
Karl



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I called Lucid to discuss. Their email contained an error – they are currently storing 200GB **not** 450GB. However, the cost for increased storage is correct at £37 p/m. SK has provided some information on alternative back up options. These would be back only and would not include restoring files in the event of data loss.