

# Sautech ClientZone – System Overview

## System Overview

ClientZone (clientzone.sautech.net) is a unified web platform where clients can:

- View their backups (from the Backup App)
- Monitor their systems (via the Site24 app)
- See itemized billing for all their services
- Access one-time secure notes (passwords)
- Complete account application forms including debit order authorization

Admin users can manage clients, set alerts, configure pricing, and monitor all activities.

## Backup App

A Windows-based application that:

- Installs via an installer (MSI/EXE)
- Allows file/folder selection for backup
- Connects to a NAS drive (via VPN if needed)
- Sends backup logs (PC name, size, restore points) to a central MySQL database
- Runs daily on a schedule
- Branded with Sautech visuals

## VPN and Alerting

- VPN can be initiated and terminated automatically during backup
- Admin can configure a per-client threshold for missed backups (e.g., 7 days)
- If a threshold is missed, the system sends an alert email to Riaan

## Web Dashboard

- Clients can log in and see:
  - Their PCs with backup history
  - Site monitoring stats (CPU, RAM, disk, uptime)
- Admins can:
  - View all clients
  - Assign PCs to clients
  - Filter and drill down into metrics and logs

## Site24 App

A monitoring agent similar to Site24x7 that:

- Tracks CPU, RAM, disk, uptime, and process/service status
- Sends regular heartbeats and logs

- Alerts admins if thresholds are breached or machines go offline
- Data is stored centrally and displayed in dashboard graphs

## Billing Section

- Clients can view:
  - All their services
  - Costs per item
  - VAT inclusive/exclusive display
  - Totals, history, and invoices
- Admins can:
  - Assign services per client
  - Set pricing per client and service
  - Adjust VAT globally
  - Set currency (ZAR/USD)
  - Apply percentage increases per client or per service

## Secure Notes

- Allows Sautech to send clients passwords or confidential notes
- Notes are encrypted and viewable only once
- After viewing, they self-destruct
- Server never stores the decryption key

## New Client Application

- New clients can fill out an online account form:
  - Company name, billing info, banking details
  - Digital signature for debit order authorization
  - A PDF of the completed form is stored under their profile
  - An email is sent to accounts@sautech.net with the new client's details

## Hyper-V Replication Monitoring

ClientZone will include live monitoring of Hyper-V replication across client environments.

- A visual status per replication group:
  - ■ Green: All replications successful
  - ■■ Orange: One or two replications failed
  - ■ Red: Replication is not working
- Status is updated in real-time or via scheduled checks
- Admin dashboard will show a color-coded status panel per Hyper-V server
- Automated email alerts will be sent to helpdesk@sautech.net when:
  - Status turns orange (warning)

- Status turns red (critical)
- Status recovers to green (healthy)
- Ideal for proactive response and SLA reporting

This ensures Sautech can identify and respond to replication issues before they impact clients.