



OneCallsm quick reference card



Datalink OneCallsm support services quick reference card

As end-to-end data center specialists, Datalink designs, deploys, and supports the technology that matches the demands of your organization. Datalink OneCallsm support services provide ongoing, real-time support for your data center infrastructure. Our unsurpassed service will help you minimize downtime, achieve your service-level agreements, and keep your IT running at optimal performance.

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WWW.DATALINK.COM



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SEVERITY LEVEL DEFINITIONS

- Critical (Severity 1): Your system is inoperable, or is at a severely reduced level of functionality resulting in an adverse impact on normal business operations and no immediate work-around or resolution is available. You agree the incident will be worked continuously until resolved.
- Severe (Severity 2): You are experiencing intermittent failure or performance degradation that has limited normal business operations. These incidents are time sensitive and critical to productivity, but do not cause an immediate work stoppage. No workaround is available and operations can continue in a limited capacity.
- Medium (Severity 3): Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.
- Low (Severity 4): General questions or a minor incident that has little to no impact on your normal business operations.

EASY ACCESS TO SERVICE

For your convenience, you can open a support case with Datalink OneCall via three options:

Web: datalink.com/customer

Phone: 800.291.3230

Email: support@datalink.com

Our customer support management team is available to assist you 24x7 with any problem escalation needs.

CUSTOMER SUPPORT

Your first line of support, our customer support engineers are available real-time to begin your problem resolution process immediately upon your first call to Datalink. Support services include end-to-end problem determination and root cause analysis.

Customer Support Manager:

Jack Sparks

Phone: 952.279.4729

Cell: 612.702.5785

Email: jsparks@datalink.com

ADVANCED SUPPORT

Advanced support engineers are available real-time for escalation and resolution of the most complex storage solution and product support needs.

Advanced Support Manager:

Dallas Buss

Phone: 952.279.4814

Cell: 612.226.9140

Email: dbuss@datalink.com

DIRECTOR OF CUSTOMER SUPPORT

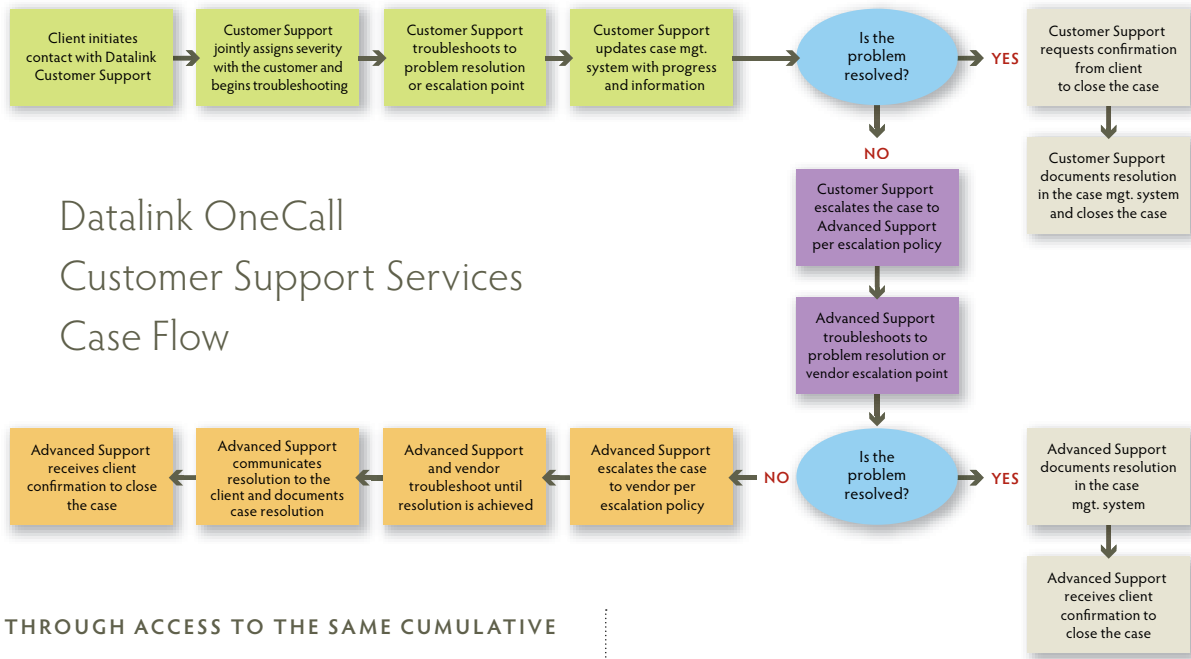
Director contact:

Vicki Crum

Phone: 952.279.4890

Cell: 612.232.5779

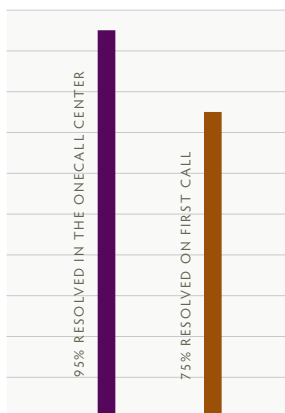
Email: vcrum@datalink.com



Datalink OneCall Customer Support Services Case Flow

THROUGH ACCESS TO THE SAME CUMULATIVE ENGINEERING KNOWLEDGE THAT DESIGNED YOUR SOLUTION, DATALINK ONECALL SUPPORT SERVICES HELP YOU RESOLVE ISSUES QUICKLY AND ACCURATELY. YOU CAN COUNT ON DATALINK FOR RAPID, IMPRESSIVE RESULTS FROM EVERY INTERACTION.

ISSUE RESOLUTION



75% of all issues are resolved with a single call to Datalink OneCall, and 95% of calls are resolved in our center.

Our best-practices support center provides you with:

- Real-time assistance with multiple contact options by phone, web, and email
- Industry-leading service level along with solutions-based call routing to the engineer with the right skill set right away – so you spend less time on the phone
- Case management tools that allow you to open cases online, make real-time updates, and review your case history
- Formal escalation timeline and policy to accelerate responses to the most complex questions and issues, as well as automated alert notifications, formal action plans, and timely status updates
- Single point of contact for support questions and issues spanning multiple vendors, product lines, and solution sets

Consolidating your support needs with Datalink streamlines report-to-resolution processes, reduces your IT problem engagement time, and maximizes uptime.

SUPPORT ESCALATION POLICY

ACTION TAKEN	SEVERITY LEVEL			
	(1) CRITICAL	(2) SEVERE	(3) MEDIUM	(4) LOW
Escalation: Advanced Support notified and engaged Notification: Customer Support Management Sales Representative & Management Field & Technical Services Directors & VPs VP of Field Operations	2 hours*	6 hours	5 days**	10 days
Escalation: Vendor notified and engaged Notification: Customer Support Management Sales Representative & Management Field & Technical Services Directors & VPs VP of Field Operations	8 hours	24 hours	15 days	20 days
Escalation: Vendor notified and engaged Notification: Customer Support Management Sales Representative & Management Field & Technical Services Directors & VPs VP of Field Operations	16 hours	32 hours	20 days	N/A
Escalation: Vendor notified and engaged Notification: Customer Support Management Sales Representative & Management Field & Technical Services Directors & VPs VP of Field Operations President (in event of system-down situation only)	24 hours	40 hours	N/A	N/A

NOTE: Escalation will be performed within the contracted hours of coverage selected by the customer.

x = Action taken
 * = Relative to original call start time
 ** = Business days