



OneCallsm Unified Support Services for virtual data center solutions



Holistic support for the unified virtual data center.

Spanning servers, networks, and storage, unified virtual data center infrastructures are complex to design, implement, and support. Datalink OneCallsm Unified Support Services for virtual data center solutions provide a single-source support program for multi-vendor solutions like FlexPod[™] and Datalink V-Scape[™] – so you can maximize uptime and achieve the full promise of the private cloud.



Our support services for FlexPod and V-Scape solutions deliver holistic support triage that spans servers, storage, and networks.

BENEFIT FROM OUR EXPERIENCE

Developed through years of helping numerous Fortune 500 companies improve the effectiveness of their IT, our best practices and proven tool sets provide a reliable foundation for unmatched customer service and support.

- Robust case management tool – Each support case is managed by a web-based tool. You can use this tool to open and track support cases, as well as view and share real-time updates.
- Results-oriented escalation – A formal escalation policy accelerates responses to questions and resolutions to reported incidents. Automated alert notifications increase case visibility and the sense of urgency. Formal action plans prioritize steps and owners.
- Account team approach – You have direct access to an expanded team of support services management, field engineers, and executive leadership. This account team approach expands visibility and ownership of cases.

DATALINK ONECALL UNIFIED SUPPORT SERVICES FOR VIRTUAL DATA CENTER SOLUTIONS RESOLVE ISSUES QUICKLY AND ACCURATELY, MINIMIZING THE IMPACT ON YOUR BUSINESS AND IT STAFF. OUR SUPPORT TEAMS LEVERAGE THEIR EXTENSIVE TRAINING AND KNOWLEDGE OF VENDOR INTERRELATIONSHIPS TO TAKE A HOLISTIC APPROACH TO PROBLEM-SOLVING AND REMEDIATION.

SINGLE-SOURCE SUPPORT FOR MULTI-VENDOR VIRTUAL DATA CENTER SOLUTIONS

With Datalink, you get direct, real-time access to Datalink's customer support engineers who are experienced in supporting unified virtual data center solutions, including:

- FlexPod – A pretested, flexible, and scalable data center solution from NetApp®, Cisco®, and VMware® that provides an optimized unified architecture to reduce risk and increase efficiencies
- V-Scape – A Datalink-validated reference architecture featuring technologies from industry leaders, including VMware, Cisco, NetApp, and others, that serves as a framework for building a virtual data center solution tailored to your organization's specific needs

TOTAL SUPPORT FROM A SINGLE SOURCE

- Real-time support – With an industry-leading service level, Datalink OneCall provides you with access to certified support engineers right away. Troubleshooting begins the moment your call is answered, so you spend less time on the phone and can quickly return your infrastructure to optimal performance.
- Solution-level support for unified architectures including FlexPod and V-Scape – Our virtual data center support services build upon the solution-level support offered

"NetApp is pleased to partner with Datalink as they launch their OneCall service for virtual data center solutions. The IT world is changing, and customers want to deploy and operate converged infrastructure solutions that are flexible and scalable. The FlexPod architecture hits the sweet spot of this market opportunity. Datalink is a certified NetApp Support Partner and trusted advisor to their customers, and their OneCall service will provide more customer choice for integrated solutions and services for the FlexPod stack."

– Jay Mulford, Director, Global Support Services and Solutions for NetApp

through Datalink OneCall by offering an additional level of support for strategic components of unified solutions including NetApp, VMware, and Cisco.

- We are authorized by NetApp to provide unified support, making us one of the few solution providers that can help triage data center issues on a solution level.
- We were also one of the first solution providers to achieve Cisco Data Center Architecture authorization, which is the foundation for the FlexPod – a Cisco Validation Design (CVD).
- In addition, our engineers hold the highest level of VMware certifications.
- Problem duplication – Datalink labs are outfitted with unified data center technologies, enabling our support team to isolate root causes and identify solutions.

PROMPT RESOLUTION

Our support services for FlexPod and V-Scape solutions deliver holistic support triage that spans servers, storage, and networks. Datalink services are backed by manufacturer support contracts. With your first call to the Datalink support team, we initiate our problem resolution process and apply our formal escalation policy to accelerate business-critical issues. If we determine the problem requires escalation to NetApp, Cisco, VMware, or another supported vendor, we will assist you in opening a case based on the support agreement you have with the manufacturer. We then assist the vendor in responding and resolving your case via phone, email, and our website.

Throughout the resolution process, you will receive regular status updates and have complete visibility into your case through our robust web-based case management tool.

UNIFIED SUPPORT EXPERTISE

Our tenured engineers are experienced leaders in IT who are dedicated to helping you maximize your investment in the virtual data center. Our support engineers participate in rigorous Datalink and manufacturer-led training programs. We have achieved several certifications specifically related to unified solutions, including:

- NetApp
 - NetApp STAR partner and largest North American Authorized Service Provider (ASP) partner

- Consistently achieve NetApp's tier 1 resolution rates
- 65% of engineers hold NetApp design and deployment certifications
- Achieved notable specializations, including virtualization and data center
- VMware
 - VMware Premier VIP partner
 - Achieved notable certifications, including VMware Certified Design Expert (VCDX), VMware Authorized Consultant (all competencies), and VMware Certified Professional (VCP) certification levels
- Cisco
 - Cisco Gold Certified Partner
 - Achieved notable certifications, including Data Center Architecture, Data Center Network Infrastructure (DCNI), Data Center Storage Networking (DCSN), and Data Center Unified Computing System Authorized Technology Provider (DCUC ATP)

Beyond the core support team, you also have access to skill sets of advanced and field-based support engineers. Advanced support teams provide level three and four support, while field-based service teams can provide emergency onsite assistance.

THE HIGHEST QUALITY OF SUPPORT

When compared with industry benchmarks, our quality of service ratings consistently outperform them. Our industry-leading support services contract renewal rates are a testament to the quality of service we provide.

Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

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