



An Insight company

## IT resiliency services



### Keep your business running.

To improve the resiliency of your business, you need to focus on much more than avoiding hardware, software, and power outages, or preparing for natural disasters. Datalink's comprehensive IT resiliency solutions help you develop a framework that spans people, processes, and technology to support operational continuity and risk mitigation.

The value of IT resiliency lies in the identification and mitigation of risks, the definition of business priorities at time of crises, and the resulting organization-wide increased awareness.



#### WHY DATALINK

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- Clients value our unbiased approach. Because we are not tied to one manufacturer or one suite of products, we deliver objective guidance that is in your best interest.
- Using our deep understanding of IT infrastructures and technology interdependencies, we focus on aligning business drivers with technology solutions.
- We help you analyze, design, and implement solutions faster – freeing you and your team to focus on key business initiatives.
- We have more than 25 years of experience helping IT teams move from a technology-centric to a business- and customer-focused organization.

WITH DATALINK'S IT RESILIENCY SOLUTIONS, YOU CAN DEVELOP PRACTICAL CAPABILITIES TO EFFECTIVELY MANAGE IT RISK AND RESPOND TO BUSINESS INTERRUPTIONS – WHETHER THE PROBLEM IS THE RESULT OF SYSTEM FAILURES, INADVERTENT HUMAN ERRORS, NATURAL DISASTERS, OR SECURITY INCIDENTS.

By integrating our proven best practices into an individualized process, we turn IT resiliency into an overall capability. Using a collaborative strategy, we help you look at your investments in enterprise technology, not as individual servers or applications, but as a cohesive pool of computing resources able to rapidly adjust to new demands and reduce the risk of disruption.

We ensure your plan provides the capabilities to recover from a global disaster, and we'll help your business improve IT availability by significantly decreasing those seemingly minor outages that can have a far-reaching impact.



When recommending solutions for your organization, we rely on industry best practices, internationally accepted standards, and years of practical experience.

#### WE HELP YOU CHOOSE THE RIGHT PATH

Leveraging more than 25 years of experience as end-to-end data center specialists, and business and technology consulting, we work with you to identify and manage risks while defining business priorities based on your current and future business objectives. We then use this information, along with our documented best practices, to develop practical IT resiliency solutions tailored to your organization. We can help you:

- Mitigate risk at multiple levels (business, individual, and staff) by ensuring continual data access for priority business functions (production, transaction processing, etc.)
- Minimize downtime and losses
- Improve your ability to rapidly restore critical IT systems and data in the event of a disaster
- Minimize associated costs following an incident
- Ensure regulatory compliance
- Align business processes and information systems
- Identify and validate mission-critical, time-sensitive business functions aligned with IT support capabilities
- Architect and deploy viable IT recovery solutions
- Take advantage of virtualization and cloud to develop an agile and cost-effective disaster recovery strategy
- Establish documented, practical “playbooks” to support the response and management of business disruptions
- Define and roll out a roadmap to exercise and enhance business continuity capabilities

#### EFFECTIVE IT RESILIENCY BEGINS WITH DATALINK

Our proven methodology is designed to provide a solid framework for ensuring your needs are met through business resilience and continuity. Our certified and experienced engineers and consultants help you see the broad view of your business requirements and implement action plans that achieve your goals and maximize the investments you’ve already made.

- Data continuity services – During qualitative and quantitative information gathering, we identify linkages and dependencies among the three critical elements of data continuity: processes, applications, and infrastructure.
- Strategy development – Using a collaborative and consultative approach, we work with you to develop response and escalation, business continuity, and disaster recovery strategies.
- Testing and maintenance – Once you’ve implemented the right strategies, we help ensure enterprise-wide adoption through training, testing, and integration.

The combination of our proven, tools-assisted analysis and engineering-led solutions help you mitigate risks with a comprehensive continuity strategy. Your data protection processes and systems will be more reliable and easier to manage. You will achieve your service-level agreements. And most importantly, your organization will have access to the data that supports and drives the business.

### 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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