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## Making IT happen

Datalink helps organizations transform technology, operations, and service delivery to meet business challenges. We provide expert guidance on IT investment, working with clients to deliver comprehensive transformations that enhance service levels, support growth, increase operational efficiency, and reduce risk.

Learn more at:  
[datalink.com/support](https://datalink.com/support)

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# OneCall Quick Reference Card

## Datalink OneCall 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 OneCall® 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.

## Priority level definitions

- **Critical (Priority 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 (Priority 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 work-around is available and operations can continue in a limited capacity.
- **Medium (Priority 3):** Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.
- **Low (Priority 4):** General questions or a minor incident that has little to no impact on your normal business operations.

## Customer support center

800.291.3230

## Escalation contacts

OneCallMgrs@datalink.com

## Customer support managers

### Michael Sproelich

o. 919.379.8455 | c. 919.274.5278  
michael.sproelich@insight.com

### Anthony Del Signore

o. 919.379.8542 | c. 919.608.3406  
anthony.delsignore@insight.com

### Chris Sang

o. 952.279.4772 | c. 612.388.8291  
chris.sang@insight.com

### James Bush

o. 919.379.8448 | c. 919.607.2606  
james.bush@insight.com

## Customer success managers

### Jane Howell

c. 860.965.6519  
jane.howell@insight.com

### Angel Ponce

o. 480.889.9646 | c. 602.642.3621  
angel.ponce@insight.com

## Easy access to service

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

**Portal:** [servicedesk.datalink.com](https://servicedesk.datalink.com)

**Phone:** 800.291.3230

**Email:** [support@datalink.com](mailto:support@datalink.com)

Our customer support management team is available to assist you 24/7 with any problem escalation needs.

## Customer support

Serving as your first line of support, our customer support engineers are available to begin the problem resolution process immediately upon your first call to Datalink. Support services include end-to-end problem determination and root cause analysis. In addition, advanced support engineers are available in real time for escalation and resolution of the most complex issues and product support needs.

Datalink is committed to providing exceptional customer service. If you are not getting what you need, please ask to speak to the Customer Service Duty Manager. In addition, you can contact the following individuals to escalate your case, share concerns, or provide feedback:

### Director, Customer Support

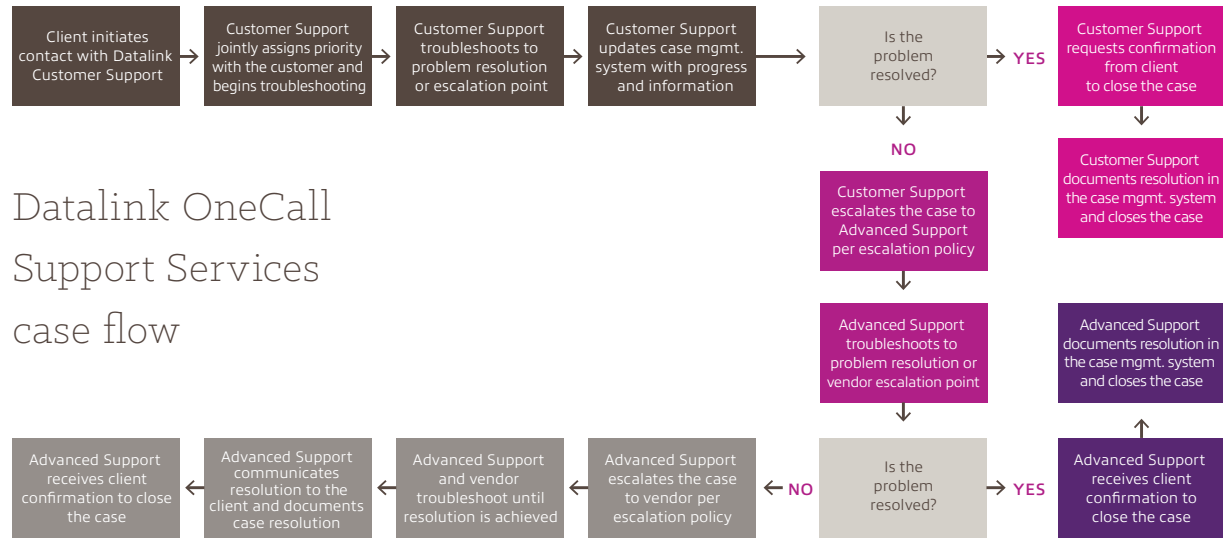
#### Jack Sparks

o. 952.279.4729 | c. 612.702.5785  
jack.sparks@insight.com

### Vice President, Engineering

#### Michael Parsons

o. 720.259.5624 | c. 720.840.3705  
michael.parsons@insight.com

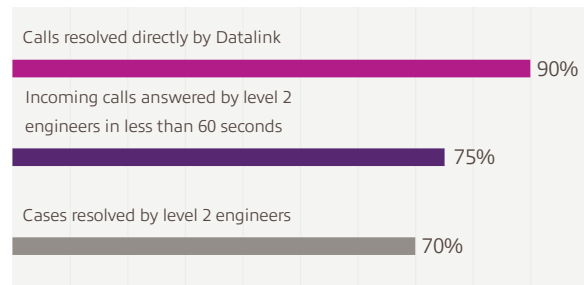


## Datalink OneCall Support Services case flow

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.

### Service levels

Customer satisfaction ratings exceed industry benchmarks



### 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 response policy

| Priority setting | Initial response        | Case updates <sup>1</sup> |                |
|------------------|-------------------------|---------------------------|----------------|
|                  |                         | Active case               | Observing case |
| Priority 1       | 15 minutes <sup>2</sup> | 1 hour                    | N/A            |
| Priority 2       | 1 hour                  | 2 hours                   | 24 hours       |
| Priority 3       | 4 hours                 | 8 hours                   | 48 hours       |
| Priority 4       | 24 hours                | 72 hours                  | 72 hours       |

Notes: 1. An “active” case is being actively worked by Datalink. An “observing” case is monitored by Datalink and is awaiting new development.  
2. Datalink typically responds to Priority 1 incidents in less than five minutes and works them continuously until resolved.

### Automated support escalation and notification policy

| Automated case action   | Priority level                                |  |                               |                               |
|---|---|--|-------------------------------|-------------------------------|
|   | (1) Critical                                  | (2) Severe                               | (3) Medium                    | (4) Low                       |
| <b>Case escalated to Datalink Advanced Support</b><br><b>Notification:</b> Customer<br>Support management<br>Sales representative & management<br>Field engineering & management<br>Executive management<br>President | <b>2 hours</b><br>x<br>x<br>x<br>x<br>x<br>x  | <b>6 hours</b><br>x<br>x<br>x<br>x<br>x  | <b>5 days</b><br>x<br>x<br>x  | <b>10 days</b><br>x<br>x<br>x |
| <b>Customer update issued</b><br><b>Notification:</b> Customer<br>Support management<br>Sales representative & management<br>Field engineering & management<br>Executive management<br>President                      | <b>6 hours</b><br>x<br>x<br>x<br>x<br>x<br>x  | <b>16 hours</b><br>x<br>x<br>x<br>x<br>x | <b>10 days</b><br>x<br>x<br>x | <b>15 days</b><br>x<br>x<br>x |
| <b>Case escalated to vendor</b><br><b>Notification:</b> Customer<br>Support management<br>Sales representative & management<br>Field engineering & management<br>Executive management<br>President                    | <b>8 hours</b><br>x<br>x<br>x<br>x<br>x<br>x  | <b>24 hours</b><br>x<br>x<br>x<br>x<br>x | <b>15 days</b><br>x<br>x<br>x | <b>20 days</b><br>x<br>x<br>x |
| <b>Customer update issued</b><br><b>Notification:</b> Customer<br>Support management<br>Sales representative & management<br>Field engineering & management<br>Executive management<br>President                      | <b>16 hours</b><br>x<br>x<br>x<br>x<br>x<br>x | <b>32 hours</b><br>x<br>x<br>x<br>x<br>x | <b>20 days</b><br>x<br>x      | <b>N/A</b>                    |
| <b>Customer update issued</b><br><b>Notification:</b> Customer<br>Support management<br>Sales representative & management<br>Field engineering & management<br>Executive management<br>President                      | <b>24 hours</b><br>x<br>x<br>x<br>x<br>x<br>x | <b>40 hours</b><br>x<br>x<br>x<br>x<br>x | <b>N/A</b>                    | <b>N/A</b>                    |

Note: Escalations are performed within the contracted hours of coverage. Times are based on cumulative effort. Days are business days. By definition, Priority 1 cases are worked continuously until resolved.

x = Action taken