managed infrastructure services

Raise service levels and do more with less.

Leverage the highly skilled expertise of the Datalink managed services team to proactively manage your network, servers, storage, and voice. Our managed infrastructure services rapidly integrate with your processes to deliver deep visibility into the performance and capacity of your environment.

WHY DATALINK

- With more than 150 combined years of experience, our management and support services teams can quickly diagnose problems and find solutions.

- Our customer portal gives you complete visibility into performance.

- Through our comprehensive monitoring, we always know what's happening in your environment, and our 24x7 support center ensures we're there when you need us.

- Our expertise spans all phases of IT operations from design and deployment to management and ongoing support.

- As objective IT specialists with more than 1,000 certifications from leading technology vendors, we have the expertise and skills to administer environments with diverse technologies.

DATALINK UTILIZES BOTH SPECIALIZED EXPERTS AND ROBUST ADMINISTRATION CAPABILITIES TO MONITOR AND MANAGE THE DAY-TO-DAY ACTIVITIES REQUIRED TO ENSURE OPERATIONAL EFFICIENCY.

MANAGED NETWORK

Flexible network architectures require diligent configuration management and effective integration with leading technologies such as virtualization. Let Datalink remotely manage your network environment to ease the day-to-day challenges while maximizing operational efficiency. Leverage the experience of our highly skilled managed services and OneCall℠ support teams to extend the capabilities of your IT department and deliver improved network management as you free your IT team to work on more strategic functions.

MANAGED SERVER

With decades of data center infrastructure experience, we can help your business centralize information systems to effectively manage network complexity. We can also manage the daily activities required to ensure a high level of availability. Our managed services and OneCall support engineers proactively monitor and manage the health and performance of your server infrastructure 24x7 to identify issues before they become business-impacting concerns. You gain extensive visibility and transparency into your server environment – and maintain complete control.

MANAGED STORAGE

Maximize your organization's storage utilization across your entire heterogeneous infrastructure by leveraging our deep expertise in storage environments. Managed storage provides 24x7 monitoring of your company's storage environment and dedicated storage network devices, plus 24x7 incidence response, preventative maintenance, operational reviews, **Storage**Scape™ reports, and capacity and performance trending. As a result, performance improves, IT has more time to work on strategic business functions, and the risk of costly outages is minimized.

MANAGED VOICE

Improve service availability by ensuring your corporate communications network is always accessible with our simple, flexible, and cost-effective managed voice service. Proactive monitoring and alerting identifies, tracks, and reports issues affecting the performance and reliability of your communication infrastructure. In addition, analysis of device alerts, pre-failure indicators, performance benchmarks, security issues, and preventative maintenance opportunities are identified. Managed voice supports the following technologies: Cisco Call Manager, Voice Gateways, Unity Voice Mail Configuration, and Cisco Contact Center Express.

WE HANDLE THE MANAGEMENT; YOU MAINTAIN CONTROL

Our team has more than 160 engineers, senior administrators, and backup operators with extensive experience in designing IT infrastructures, troubleshooting issues, and supporting technologies from leading vendors. We serve as your remote administrators to:

- Monitor the health and performance of your network, server, storage, and voice infrastructure

- Manage your policies, service requests, and day-to-day administration

- Handle incidents and execute restores

- Ensure your systems are available and protected

On a monthly and quarterly basis, we provide detailed reports on our activities, so you remain completely aware of what's happening with your infrastructure. These reports detail the health and reliability of your environment, as well as highlight key performance metrics. Quarterly, our team meets with you to review our work, make necessary adjustments to policies and procedures, and assess any issues. Additionally, you will always receive notification of any failures, if and when they occur.

BENEFIT FROM OUR LONG HISTORY OF OUTSTANDING SUPPORT

Our managed network, server, and storage, and voice services leverage the expertise of our Datalink OneCall support team. The same people who service your account for traditional support will manage your network, servers, storage, and voice. This level of continuity and our familiarity and understanding of your environment allow for a smooth transition from your internal staff to our remote administrators.

PRIMARY DELIVERABLES

- 24x7 monitoring of network, server, storage, and voice infrastructure

- Standard reports on infrastructure health

- Remote administration of network infrastructure, including incident and service requests, and problem management

- Proactive system management of network infrastructure, including capacity, performance, and configuration management

- A dedicated customer care function that eases services transition, performs recurring operational and service reviews, and manages complex incidents if/when they occur

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.

datalink

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