



## Solution Brief

# OneCall Support

Immediate, expert assistance to keep your operations on track

Your company has high standards for uptime, customer experience, and internal services. We help you meet or exceed those goals and transform IT operations by supporting you with attentive service and the same cumulative engineering knowledge that was used to design and implement your solutions. As a result, your team is free to focus on business outcomes and growing revenue.

We provide a single point-of-contact with all the resources of Datalink and Insight focused on resolving issues rapidly and effectively in your data centers, integrated systems, and heterogeneous environments. The result is greater reliability and availability with fewer calls, without lengthy response times or complex contract administration, and with no additional costs added to standard vendor support.

Working as an agile extension of your team, Datalink OneCall® delivers:

- Cost-effective real-time support and accelerated issue resolution
- Streamlined access to support engineers with no triage
- Three 24/7 active/active/active support centers
- Multiple communication routes (phone, email, portal)
- Dedicated escalation channels
- Single-source accountability including escalation to other vendors as needed
- Defined and published service levels
- Full visibility through web-based tools for opening/tracking issues
- Flexible support services such as remote systems and network management
- Improved insight into your environment through regular performance and support call trend reviews

Our 225 certified, U.S.-based IT engineers organized in four support tiers resolve more than 1,500 incidents per month across 3,300 arrays for our clients, freeing up IT staff to focus on business opportunities. We also provide preventative support through audits and assessments, and advanced training courses to help maximize uptime and productivity.

OneCall by the numbers

1,000+  
clients



1,500+  
incidents per month



80+  
OEM certifications

Three  
24/7  
active support centers

## Trusted by industry-leading technology companies

OneCall support is available across a wide range of industry-leading vendors and products, as well as universal support for virtual data centers, and converged and hyper-converged solutions.



Cisco® Gold Certified Partner and Data Center Unified Computing Authorized Technology Partner, and multiple Master-level certifications



Juniper Networks® Elite Portfolio and Operate Partner, with SSAE16/SOC 1 & 2 and Payment Card Industry (PCI) certification



NetApp® #1 North American support provider – twice the size and volume of the #2 provider



First U.S. Support Partner for Nutanix™



Palo Alto Networks® Platinum Partner, Managed Security Service Provider (MSSP) certified, and Authorized Service Center (ASC) certified



Pulse Secure® Plus Partner and hold multiple certifications in the payment card industry



Pure Storage® Platinum partner and first U.S.-based FlashStack Authorized Support Partner



Veritas™ #1 Technical Support Partner Program provider in North America

## A solution for every IT problem

Our team delivers comprehensive, integrated, and personalized support that considers the full environment rather than a simple product fix. The result is greater efficiency and increased client satisfaction.

Service feature	Manufacturer	OneCall
Phone and email support	✓	✓
Break/fix troubleshooting	✓	✓
24/7/365 U.S.-based staff coverage and monitoring options	✓	✓
On-site support	✓	✓
Guaranteed 30-minute response for critical issues		✓
Full 24/7 monitoring options		✓
Multivendor support options (using engineering services)		✓
Personalized service		✓
Engineering services (available in 12-hour increments)		✓

## 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](http://datalink.com)

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