

Solution Brief

Client Support Services

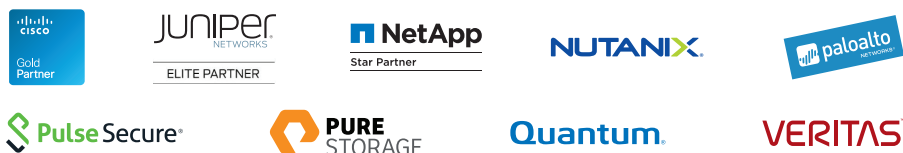
Optimize IT operations and performance with expert support services

The pressure for IT to deliver maximum uptime, an outstanding customer experience, and uninterrupted internal services is greater than ever before. Our support services increase reliability and availability, and enhance data center performance more cost effectively and without lengthy response times or complex contract administration. This allows you to focus on business outcomes and growing revenue.

As a single point-of-contact for issues spanning multiple vendors, product lines, and solutions, we help you increase the operational efficiency of your data centers, integrated systems, and heterogeneous environments through three related support offerings:

- + Datalink OneCall® Support Services – Around-the-clock technical support
- + Managed Services – Full operation and administration of data center technologies
- + Datalink Central – A platform that provides visibility and clarity on service health and performance

These support solutions provide high service levels and are available across a wide range of industry-leading vendors and products, as well as delivering universal support for virtual data centers, and converged and hyper-converged solutions. This includes multivendor support for:



Responsive OneCall Support Services

We handle more than 1,500 incidents per month across 3,300 arrays for our clients. With four tiers of support and dedicated escalation channels, our 225 certified, U.S.-based IT engineers work as an extension of your team to deliver fast, accurate issue resolution with fewer phone calls required and no costs added to standard vendor support.

We provide:


- Real-time support for rapid remediation with no triage
- Three 24/7 active/active/active support centers
- Single-source accountability including escalation to other vendors as needed
- Defined and published service levels
- Multiple communication routes (phone, email, portal)
- An operational platform that processes an alert every second and is optimized more than 500 times per month
- 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

Client support
by the numbers



1,000+
OneCall
clients

25% lower
costs
and improved service levels
through Managed Services



Zero-person
NOC
with Datalink Central reduces
time to remediation



Cost-effective and efficient Managed Services

Our portfolio of Managed Services includes Managed Monitoring, Managed Private Infrastructure, Managed Backup and Data Protection, and Managed Cloud. Using these services, we provide you with:

- A skilled team of technical engineers, client success managers, and service delivery managers
- A clearer picture of key IT applications and supporting infrastructure
- Reliable empirical data that enables visibility into the operation of your infrastructure
- A more cost-effective alternative to expensive tools
- Proactive management of network, servers, storage, virtualization, and voice
- Services that deeply integrate with your processes
- Improved strategic focus through increased internal resource availability
- Operational governance for public cloud workloads
- A depth of investment in skilled engineers, powerful tools, and innovative processes that frees your budget for other purposes

Actionable insights through Datalink Central

Through Datalink Central, we provide cloud monitoring, managed monitoring, application monitoring, patch management, network monitoring, capacity management, and StorageScape™ reporting. Not only do we install and configure these tools, we tune, patch, and maintain them so you can focus on business opportunities.

- Get immediate and ongoing insight without investing time and money in evaluating, acquiring, training employees on, or maintaining tools.
- Receive actionable alerts that identify root causes for fast and effective incident resolution.
- Benefit from event management correlation and automation.
- Maintain better control of the performance of critical services on which your business relies.
- Allow your staff the freedom to focus on IT innovation, not incident diagnostics and remediation.

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

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