




## Datalink services



A continuity of services across the data center lifecycle.

From strategy to support, Datalink's IT specialists work closely with you to maximize the value of your IT investments. Our experienced team develops sound strategies, designs complete solutions, deploys integrated best-available technologies, and provides ongoing support for every aspect of the solution.



Our scalable, proven approach uses best-available technologies and our knowledgebase of best practices to develop a solution that addresses your specific needs.

#### WHY DATALINK

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- Customers value our unbiased approach. Because we are not tied to one manufacturer or one suite of products, we are free to customize solutions to your needs.
- We're 100-percent focused on optimizing data centers and have a track record of success in complex, enterprise environments.
- Leveraging our expertise and solutions enhances staff efficiency and productivity. We free your team, so it can focus on other key business initiatives.
- With direct, real-time access to Datalink OneCall<sup>sm</sup> customer support engineers, disruptions in your IT environment are resolved quickly and accurately.

WITH MORE THAN 20 YEARS OF EXPERIENCE PROVIDING DATA CENTER SOLUTIONS, DATALINK OFFERS EXTENSIVE PRODUCT KNOWLEDGE AND TECHNICAL EXPERTISE THROUGHOUT EVERY PHASE OF THE IT LIFECYCLE. WE DESIGN WHAT WE SELL, DEPLOY WHAT WE DESIGN, AND SUPPORT WHAT WE DELIVER.

We deliver engineering-led solutions, documented best practices, and best-available technologies to help you maximize the efficiency of your data center. As your single business resource that can support your complete data center requirements, we help you streamline your processes and optimize your IT.

#### CONSULT

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Leveraging our experience in optimizing IT for leading Fortune 500 companies, our tenured consultants deliver highly customized research, advice, and action plans to help you make the most of your IT infrastructure. Our unbiased recommendations and proven, high-performing data center solutions can help you respond to challenges in the following areas:

- Data center optimization / consolidation
- Business continuity planning
- Disaster recovery planning
- IT governance

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## ANALYZE

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Our consultative analysis begins with our IT specialists gaining a thorough understanding of your business strategies, challenges, and needs. This information becomes the foundation for the unbiased recommendations we make if gaps between your business needs and your current IT infrastructure are identified. Our goal is to help your business achieve both its day-to-day needs and its long-term objectives. Along with customized assessments, we frequently provide:

- Backup and storage assessments
- Data continuity assessments
- Virtualization infrastructure assessments
- Network architecture reviews
- Capacity planning assessments

## DESIGN

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When designing solutions, we develop IT platforms that meet service-level agreements and maximize your ROI. Our scalable, proven approach uses best-available technologies and our knowledgebase of best practices to develop a solution that addresses your specific needs. As a Datalink customer, you also have the opportunity to use our labs to:

- Validate solutions prior to deployment
- Participate in demonstrations of proposed solutions
- Conduct proof of concept tests
- Gain key insights from field-tested professional services teams

## IMPLEMENT

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Deploying a new technology into your infrastructure requires extensive planning, scheduling, and preparation to ensure minimal disruptions to your organization. Our project management team relies on best practice-based experience and a thorough project management plan to guide you through implementation and to help you achieve the full promise of IT. Our professional services team, comprised of the same IT specialists who designed your solution, work closely with your team to deploy, configure, and test each new solution, as well as provide knowledge transfer and support documentation for a smooth transition.

## MANAGE

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Our managed services remove the everyday administrative burden from your staff, enabling them to focus on value-added tasks and ongoing innovation. Our residency program offers experienced, onsite administration staff for short- and long-term engagements in the following positions:

- Storage administrators
- Backup administrators
- Storage architects
- Network architects
- Server administrators
- Project managers

Additionally, we offer managed reporting services around our storage competencies and continue to expand our offerings to support our customers' ongoing IT operations needs.

- Managed storage capacity reporting
- Managed backup reporting

## SUPPORT

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Datalink OneCall<sup>sm</sup> support services provide real-time access to tenured support engineers, maximizing uptime and minimizing disruptions throughout your data center. With a single call to Datalink, you receive cumulative engineering expertise and multi-vendor, multi-solution support that quickly isolates and resolves any issues. Along with the core support team, you have access to the skill sets of advanced and field-based support engineers.

## 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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