



OneCallsm Support Services



Support you can count on when you need it most.

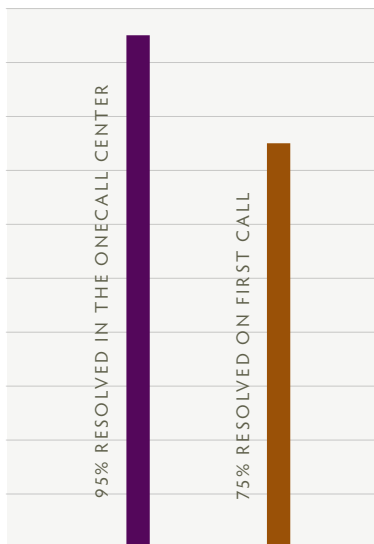
Keep your data center operations running smoothly and efficiently with access to the same cumulative engineering knowledge that was used to design your solutions. By providing ongoing support for your data center infrastructure, Datalink OneCallsm Support Services help ensure your IT environment performs at optimal levels.

With unsurpassed support from the industry-leading Datalink OneCall™, you can maximize up time.



ISSUE RESOLUTION

75% of all issues are resolved with a single call to Datalink OneCall, and 95% of calls are resolved in our center.



FOR MORE THAN 20 YEARS, DATALINK ONECALLSM SUPPORT SERVICES HAVE HELPED ORGANIZATIONS MAXIMIZE BOTH THEIR RETURNS ON INVESTMENTS AND THE BUSINESS IMPACT OF DATA CENTER TECHNOLOGIES. WITH DIRECT, REAL-TIME ACCESS TO OUR CUSTOMER SUPPORT ENGINEERS, DISRUPTIONS TO YOUR DATA CENTER ARE RESOLVED QUICKLY AND ACCURATELY, MINIMIZING THE IMPACT ON YOUR BUSINESS AND IT STAFF.



When compared with industry benchmarks, our quality of service ratings consistently outperform them.

GET FASTER RESOLUTION

Datalink support engineers are dedicated to serving you quickly and proficiently – each and every time you need us. Through responsive and accessible service, your issues are immediately addressed – enabling you and your team to focus on value-added tasks.

- Real-time support – With an industry-leading service level, a Datalink certified support engineer answers your call – likely within 60 seconds of your dialing. This level of responsiveness, along with proactive skills-based routing, ensures you get access to the person with the right skill set right away. And since troubleshooting begins from the moment your call is answered, you will spend less time on the phone and be able to quickly return your infrastructure to optimal performance.
- Single point of contact for solution-level support – We offer support services for solutions comprised of multiple, industry-leading vendors and products, including Symantec Corporation, NetApp®, Oracle®, EMC Corporation, Data Domain, Brocade Communications Systems, Inc., and a host of others.
- Solution-level support services approach – We can quickly pinpoint the nature and cause of the problem, whether it is software or hardware related. Consolidating support services with Datalink streamlines report-to-resolution processes, frees up your IT team, and helps maximize uptime.
- Easy access – Our 24x7, state-of-the-art, high-volume support center provides multiple contact options, including toll-free telephone, email, and web. Each case is continuously monitored until resolution.

BENEFIT FROM OUR EXPERIENCE

Developed through years of helping numerous Fortune 500 companies improve the effectiveness of their IT, our best practices and proven tool sets provide a reliable foundation for unmatched customer service and support.

- Robust case management tool – Each support case is managed by a web-based tool. You can use this tool to open and track support cases, as well as view and share real-time updates.
- Results-oriented escalation – A formal escalation policy accelerates responses to questions and resolutions to reported incidents. Automated alert notifications increase case visibility and the sense of urgency. Formal action plans prioritize steps and owners.
- Account team approach – You have direct access to an expanded team of support services management, field engineers, and executive leadership. This account team approach expands visibility and ownership of cases.

COUNT ON PROVEN EXPERTISE

Our tenured engineers are experienced leaders in IT who are dedicated to helping you achieve maximum and long-term value from your data center technologies.

- Skills development and proficiency – Support engineers participate in rigorous Datalink and manufacturer-led training programs, and individual skills-based proficiency ratings drive ongoing training and development plans – enhancing quality of service. Our expertise spans storage, servers, and networks, and delivers comprehensive optimization experience for solutions including UNIX®, Linux®, and Windows® environments, as well as database applications such as Oracle®, IBM DB2®, Microsoft® SQL Server®, Microsoft® Exchange, and Sybase®.
- Team breadth and depth – Beyond the core support team, you also have access to skill sets of advanced and field-based support engineers. Advanced support teams specialize in defined technology suites and provide level three and level four support. In addition, field-based services teams are available for emergency onsite support as needed.

CONTINUOUS FOCUS ON QUALITY OF SERVICE

We frequently gather customer input, using the information as the basis for continuous improvement of support services practices, tools, and skill sets. When compared with industry benchmarks, our quality of service ratings consistently outperform them. Furthermore, our industry-leading support services contract renewal rates are a testament to the quality of service we provide.

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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