DATANATIONAL

x86 / x64 Windows & Linux System Management & Hosting
IT Infrastructure Solutions

System Management and Hosting for Windows & Linux Platforms

Datanational's x86 Outsourced Managed Services Solution will deliver for you a peace of mind around the clock when it comes to your company's IT operation. We offer System Management, Hosting and Support and provide remote monitoring to systems installed on client sites across different geographies and time zones around the world.

Our offering also include system management, monitoring and support of your servers hosted in the AWS or Azure Cloud environments. Just consider the following:

- IT systems (ERP, WMS, EDI, eBusiness) are expected to be available 24/7. Many of these system applications are resident on the Windows & Linux computing platform.
- Real-world applications have created a requirement for business systems to be highly available with high bandwidth connections over the Internet
- IT must deliver increased uptime and system reliability while reducing the total cost of management and monitoring of these systems

Our expert staff is on duty (not simply on call) 7x24x365. We are committed to keeping systems up and running and deliver enterprise class service through a best in class support structure with an expertly trained and dedicated team.

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Our data center, or one of our partner's colocation sites, will provide a managed physical environment, suitable for operation of the hardware to meet with the stated system availability target. We will provide appropriate security, redundant power supplies, backup UPS and a generator. A high-speed IP Internet connection providing ample bandwidth with expansion on-demand is provisioned, along with a managed firewall solution.

Datanational provides System Monitoring Services on a 7x 24x365 basis, including:

- Automated Remote System Monitoring & Notification
- Notification monitoring by Datanational Managed Services Personnel
- Backup monitoring of remote to disk backups
- Communications Monitoring
- Communication Traces and Problem Identification/Resolution
- Creation of problem tickets in the Datanational Help Desk System
- 24/7 Notifications to named client contacts of critical system conditions

In addition to system monitoring, Datanational will be providing daily health checks of the hardware environment and the Storage Area Network. We will be documenting system issues and resolution and creating system documentation and a knowledge base covering all x86/x64 Server Groups as appropriate. Working with our authorized client IT contacts, Datanational will provide minor repetitive system issue resolutions including addressing backup issues, system restarts, OS updates and applying emergency security patches as required or recommended.

We will provide scheduled periodic (such as monthly) reports to an assigned client management contact and provide for status meeting to review issues and determine continuous system improvement efforts.

Our better than 40 years of experience with IT infrastructure and system support enables us to provide you with reliable and cost-effective solutions to deliver systems, facilities and bandwidth on demand, along with 24/7 expert system management.

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Your Trusted Technology Partner since 1979

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