

Datanational's IT Managed Services

for x86 / x64 Windows and Linux Servers



Datanational's x86 / x64 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.

IT must deliver increased uptime and system reliability while reducing the total cost of management and monitoring of these critical 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.

Around-the-Clock System Management & Hosting for Windows & Linux Platforms

Datanational Corporation, a multi-platform Managed Service Provider and a Business Application Support Specialist, has the knowledge and experience to provide around-the-clock system management, monitoring, administration and data protection services for your mission critical Business System implementation. We provide a broad base of offerings, including Private Secure Data Center hosting infrastructure, x86/x64 and IBM i server hardware and SAN, bandwidth and application software know-how. This unique combination of skills delivers a wide range of high-value solutions to businesses, delivering a modern, simplified and cost effective IT resource management solution.

Our service delivers active and passive system monitoring and management on a 7x24x365 basis, both for on-premise systems and our hosted environments. We leverage High Availability and Remote to Disk backup solutions to provide superior up time to your business system users community, leveraging robust system configurations and specialized services for 'Lights Out' operation and highly reliable system delivery. Our data center delivers increased uptime and system reliability while reducing your total cost of system management and monitoring.

Our expert and dedicated managed services team works hard 24/7 to make sure you have maximum available time dedicated towards supporting your business applications and not worrying about your system infrastructure, hardware and OS management. 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.



24/7 System Monitoring for x86 / x64 Servers

Datanational's expert and dedicated managed services team works hard 24/7 to make sure you have plenty of time available not worrying about your x86 systems. Our nightly monitoring and systems management delivers increased uptime, greater system availability and reduces the total cost of operation to systems installed on client sites around the globe or hosted in AWS or Azure Cloud.

Under a typical scope of engagement, Datanational will be providing monitoring software licensing and setting up active system monitoring of the client x86/x64 Servers in order to proactively manage server health and receive notifications of systems operating outside of desired measures.

Datanational's monitoring systems implementation will monitor for disk capacity, communication and connectivity issues, including:

- Automated Remote System Monitoring and 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 for named 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.

Systems and Data Protection Options, Right Sized for You!

Data loss can become a disaster if you don't have a solid and proven backup and restore plan.

An extended system outage due to an unexpected hardware or facility issue can quickly evolve into a potential crisis affecting your ability to deliver products or service to your customers. We provide multiple system recovery options, from user end-point devices to back-end x86 / x64 Windows and Linux servers, designed to fit your specific constraints in terms of recovery point and recovery time objectives to keep your business on track. Each will provide your company with our expert and dedicated recovery service, should you declare a disaster due to an unplanned system outage.

We offer practical, economical and customer endorsed backup and recovery solution options that deliver a higher level of reliability and system availability, often at a lower cost.

Windows and Linux Server Disk Backup and Recovery with Carbonite Server

We provide a cross-platform disk backup solution that delivers secured, encrypted and compressed backups of your business data to hosted vaults in our data centers. This solution delivers a lower cost backup option than on site tape backups, and at the same time, it meets the audit requirements for off-site storage. Carbonite Server data backup and recovery employs WAN-optimized data transfers, end-to-end encryption, data reduction (source-side and back-end), and single-pass restores. It minimizes bandwidth usage, backup windows, and storage needs; ensures security, privacy, and compliance; and enables reliable point-and-click restores.



- Recover in 12-24 Hours
- Eliminate daily tape management cost
- Eliminate offsite tape storage costs
- Eliminate the uncertainty inherent with tape backups
- Fully managed disk-to-disk backup and recovery solution
- Simple and fast data restore process
- Secondary data backup to EVault cloud

High Availability System Protection (HA) with Carbonite Availability

For increased levels of system and data protection and system uptime, a High Availability (HA) solution delivers a fast ROI by reducing system maintenance downtime and getting your business back online quickly if disaster strikes. Our High Availability System Protection delivers the best of all worlds: robustness, reliability, and affordability.

Carbonite Availability provides a single solution to continuously protect and recover an entire server, including the OS, applications and data. Carbonite Availability combines continuous real-time replication and automatic failover capabilities for disaster recovery, high availability, and centralized backup on physical or virtual Windows servers. Carbonite Availability uses patented replication and failover capabilities that continuously capture byte-level changes as they occur and replicates those changes to another server either locally or over any WAN link.

- Ensures minimal data loss
- High availability during outage
- Remote availability
- Replicates changes in real-time
- Supports most servers and platforms
- Self-configuring, self-monitoring and self-healing features
- Improves performance by compressing the protected data before it is sent



Since our incorporation in 1979, Datanational Corporation has strategically invested in the business infrastructure to deliver systems, facilities and bandwidth on-demand. 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.

Datanational is well positioned to help you meet the growing business demands of today. We will work with you to identify the areas within your business processes that would benefit from our approach. We concentrate on delivering results to our clients. Proper project planning ensures that deadlines are met and overall implementation costs are reduced. Our goal is to minimize your problems and maximize your investments.

As a services organization, we take great pride in our work and count on our clients to refer us to other companies who may benefit from our professional services. Our track record of success is based upon our obsessive commitment to customer care. We take our responsibility for their mission-critical application systems very seriously and exercise great care in delivering our services. We are not just a consulting firm who will assess the situation and then tell the customer what needs to be done, without actually doing it.

We are practical problem solvers. We make customer challenges our challenges. We simply care about our work, and our customers have repeatedly stated that we are a different kind of company because of that.



Trust Your Mission Critical Systems to an Experienced Managed Services Provider
Simply Doing IT Right!

A large, stylized version of the Datanational logo is centered in the image. The background is a blurred outdoor scene with greenery and a blue sky. The logo features a metallic 'A' with the word 'DATANATIONAL' overlaid in white, sans-serif capital letters, with a red circle on the letter 'O'.

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