

Partnering for **Business Success**

CO-MANAGED IT SERVICES FROM DATA NETWORKS

IT should accelerate your growth, not slow you down.

IT is playing an increasingly critical role in the success of today's businesses. But it's also growing more complex. Which may mean your team is burning lots of cycles managing current systems while frantically training to keep pace with change—cycles better spent on the strategies and innovation that will move your business forward.

If you're struggling to focus your limited resources, Co-Managed IT Services from Data Networks make a lot of sense. Lean on our team of professionals to keep your enterprise systems running at peak performance, while accessing a diverse IT skillset, comprehensive enterprise IT management with unlimited support, plus cost stabilization with fixed monthly pricing.

Much more than IT management.

With Data Networks you get a partner dedicated to more than just day-to-day IT management. Sure, we make sure your IT always works great. But we also dedicate our considerable expertise to a relentless search for IT improvement. Through *Technology Alignment* we continually secure and optimize your IT environment to align with your business goals. And our *Strategic IT Planning* helps your team define, prepare for, and realize your future IT vision.

Perform today, transform tomorrow.

Win today's battles and prepare your business for tomorrow's challenges with Co-Managed IT Services from Data Networks. Our team is passionate about enabling your success through IT.



GET WHERE YOU WANT TO BE WITH CO-MANAGED IT:

- ✓ **ELIMINATE** your IT management burden
- ✓ **ACCESS** a team of experienced IT professionals
- ✓ **MINIMIZE** unproductive downtime
- ✓ **SAFEGUARD** company data and assets
- ✓ **IMPROVE** visibility of network assets and performance
- ✓ **STABILIZE** your IT spend
- ✓ **FOCUS** on innovation and strategy

The Data Networks Difference

Our holistic approach to managed services is unique. There are no restrictive packages or complicated tiers to navigate—just a single, all-inclusive enterprise management and support offering with the experienced guidance you need to operate at your best.

Co-Managed IT Services include:

CENTRALIZED SERVICES

Proactive monitoring and maintenance to find and correct problems before they happen for peak IT performance.



- ✓ Monitor Servers, Drive Space, UPS
- ✓ Monitor Network Devices, Connectivity, Internet Circuits
- ✓ Monitor Existing Backup Environment
- ✓ Open DNS
- ✓ Patch Microsoft O/S + Applications
- ✓ Anti-Virus/Spyware/Malware/SPAM
- ✓ Line of Business Application Support

SUPPORT

Unlimited technical support via phone or email with speedy dispatch of onsite resources when required.



- ✓ Service Desk 8AM-Midnight EST, M-F
- ✓ Onsite Support 8AM-5PM EST, M-F
- ✓ Server + Network Infrastructure Support
- ✓ Monitoring Alert Remediation
- ✓ Account Ads + Changes

TECHNOLOGY ALIGNMENT

Monthly check-ins with standards-based evaluation and calibration of your IT environment to align with business goals.



- ✓ Standards-Based Audit to Identify Technical Risks + Improvements
- ✓ System Performance Assessment + Reporting
- ✓ Regular Audit Report Card + Recommendations
- ✓ Management of All Required Technical Documentation
- ✓ In-Depth Knowledge of Your IT Environment
- ✓ Monthly Technology Alignment Manager Meetings + Advice

STRATEGIC IT PLANNING

Quarterly consultations with your vCIO to ensure your IT is evolving to support your future business plans and vision.



- ✓ Insights to Identify IT-Related Business Risk
- ✓ Technology Planning in Support of Your Strategic Initiatives
- ✓ Technology Budgeting + Lifecycle Planning
- ✓ Quarterly vCIO Strategy Sessions with You + Key Team Members

Here's What to Expect:

✓ SUPPORTED HARDWARE/SOFTWARE

Data Networks supports hardware and software from all major manufacturers. Hardware/software must have an active support contract; software must be legally licensed.

✓ SUPPORT AVAILABILITY

Service Desk personnel are available via telephone or web portal between the hours of 8AM and Midnight EST, Monday through Friday, with Onsite Service Desk provided between 8AM and 5PM EST, Monday through Friday. All support calls will receive a response in 30 minutes or less. Support calls are unlimited and may be placed by any member of the Customer organization. Service Desk is unavailable on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.

✓ RESPONSE TIME

All support calls must be initiated via the Service Desk. All support calls placed during regular support hours will receive a response in 30 minutes or less. Our support team will work to resolve issues first remotely, then onsite as needed. Priority (P1) issues, defined as causing widespread outage or significant business interruption, will receive remote access by a system engineer in two (2) hours or less. Any onsite support required will arrive 8 AM next business day.

✓ AFTER HOURS SUPPORT

Calls received outside of regular support hours will receive a call back by 8 AM the following business day.

✓ INCLEMENT WEATHER

If Data Networks offices are closed due to inclement weather, only remote support will be available. Your primary POC will be notified when offices are closed.

✓ NEW PC/PRINTER SETUP/MOVE

PC/Printer/Peripheral setup is free when included hardware is purchased from Data Networks. A fee of \$150 per instance will apply for existing equipment or hardware not purchased from Data Networks.

✓ LINE OF BUSINESS APPLICATION SUPPORT

Data Networks will work with your LOB vendor to facilitate application support. LOB support must be initiated by Customer with the application vendor. Data Networks will support where technical assistance is required. All support is subject the application provider's terms of service.

✓ TELEPHONE COMPANY/ISP SUPPORT

Data Networks will work with your phone/internet service provider to facilitate support. Data Networks will initiate support calls to these providers for detectable failures. Non-detectable failures require the customer to contact Data Networks to initiate support. All support is subject to the phone/internet service provider's terms of service.

✓ RECOMMENDED CUSTOMER REQUIREMENTS

Certain minimum IT standards must be in place at the Customer site to ensure Data Networks can provide the best possible support.

- Active Directory Domain Environment
- Hardware is Commercial-Grade with Active Manufacturer Warranty
- All Software is Legally Licensed with Active Manufacturer Support
- Third-Party Support Agreement for LOB Applications is Maintained
- Broadband Internet Access Speeds: 5Mb/s Download, 1Mb/s Upload
- Properly Slized, Operational Uninterruptable Power Supply (UPS)
- Designated Point of Contact for Administrative Issues
- Access to Systems During Support Hours

⊘ WHAT'S NOT INCLUDED

- Replacement Parts
- Break Fix for Out-of-Warranty Devices
- Project Work (see Professional Services)
- LOB App Support Without a Current Vendor Support Contract
- Home Office Equipment
- Upgrades to LOB / Specialty Applications
- Building Security System Support
- Changing Data Backup Media (Tapes or Cartridges)
- Specialty Equipment (e.g. Medical Devices, Point of Sale)
- Video Conferencing / Projector Equipment
- Linux Support
- Copier Support
- Cabling Services
- Non-Corporate System Support
- Environmental Disposal Fees
- Consumer Software + Hardware Support

Onboarding is Fast!

Month One of service covers our proven Onboarding process that ensures a speedy and seamless transition to your managed environment. You'll be up-and-running in just 30 days after contract acceptance.



KICK-OFF

A walk-through of our engagement process/timeline to set mutual expectations. Schedule future TAM and vCIO meetings.



ASSESSMENT

Capture baseline information (assets, practices, users). Prepare risk assessment and recommended improvements to be revisited in monthly TAM visits.



INVENTORY

Capture asset inventory including details on warranties and lifecycle stage. Build detailed network diagrams. Record configurations and other key data.



DEPLOY

Install monitoring and management tool sets, establish patching policy, and begin monitoring and managing your environment.



TRAIN

Train technical staff and end users on service desk procedures and Service Level Agreements for ongoing support.

Professional Services

Available on a project basis at additional cost, Data Networks Professional Services can be used to implement improvements and upgrades identified through *Strategic IT Planning* with your vCIO. All Managed Services customers receive a 20% discount on Professional Services. To learn more about our Professional Services capabilities, experience, and certifications visit us online at datanetworks.com.



DISCOUNT ON PROFESSIONAL SERVICES AVAILABLE TO ALL MANAGED SERVICES CUSTOMERS

Managed Modules

In addition to Managed IT Services, we offer Managed Modules designed to address unique needs that fall outside of our core Managed IT Services offering. Each module represents a fully managed service available as a standalone solution or as an add-on to your Managed IT Services contract. Modules include: Managed (BCDR), Managed Compliance, Managed Microsoft 365, and Managed SaaS Protection.

Contact us today to learn more.

(800) GET-DNET

OR

datanetworks.com/solution/managed-it-services