

Focus on your business. We'll do the rest.

MANAGED IT SERVICES FROM DATA NETWORKS



Looking to innovate through IT? You need Managed IT Services.

Technology should be a catalyst for business growth. But you may find the reality drastically different. If your organization is like most, you can probably relate to these everyday concerns:

- Too much of your time is spent managing and maintaining current systems
- Costs to keep IT operating at optimal levels are spiraling and unpredictable
- IT staffing and training levels drive too many of your business decisions

If you want to spend more time innovating and less time maintaining IT, now is the right time to consider Managed IT Services from Data Networks. We provide end-to-end management with unlimited support, access to an entire team of experienced IT professionals, plus cost stabilization with fixed monthly pricing.

Managed IT. Co-Managed IT. Managed Modules.

Choose from Managed IT Services or Co-Managed IT Services, plus Managed Modules to address the specific technical needs of your organization. You'll get more than just efficient IT management and support; you'll get a partner dedicated to the relentless search for IT improvement with expert guidance to help you define, prepare for, and realize your future IT vision.



\$5,600

PER MINUTE¹

**AVERAGE COST OF NETWORK
DOWNTIME FOR BUSINESSES**



Managed IT Services

A managed service model that lets our team of professionals become your expert IT department. You'll get end-to-end IT management with unlimited support, a single point of contact for your needs, plus cost stabilization with fixed monthly pricing.

OR



Co-Managed IT Services

Lean on our team of professionals to keep your enterprise systems running at peak performance, while accessing a diverse skillset, comprehensive enterprise IT management with unlimited support, plus cost stabilization with fixed monthly pricing.

The Data Networks Difference

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

All Managed IT Services include:



CENTRALIZED SERVICES

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



SUPPORT

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



TECHNOLOGY ALIGNMENT

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



STRATEGIC IT PLANNING

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

Features at a Glance

Managed IT vs Co-Managed IT Services



**MANAGED
IT SERVICES**



**CO-MANAGED
IT SERVICES**



CENTRALIZED SERVICES

Monitor PC and MAC Devices	✓	
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

Service Desk 8AM-Midnight EST, M-F	✓	✓
Onsite Support 8AM-5PM EST, M-F	✓	✓
Server + Network Infrastructure Support	✓	✓
Monitoring Alert Remediation	✓	✓
PC/MAC End-User Support with Remote Framework	✓	
PC + Server In-Warranty Repair (MAC Assistance)	✓	
Account Ads + Changes	✓	✓
PC + Server In-Warranty Repair (MAC Assistance)	✓	
Phone System Support	✓	



TECHNOLOGY ALIGNMENT

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 (TAM) Meetings + Advice	✓	✓



STRATEGIC IT PLANNING

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

Also Available: Managed Modules

Managed Modules address unique needs that fall outside of our core Managed IT Services offering. Each represents a fully managed service available as a standalone solution or as an add-on to your Managed IT Services contract at a reduced price.



MANAGED MODULE

Managed BCDR

Disasters happen—but downtime doesn't have to with Managed Business Continuity and Disaster Recovery (BCDR) from Data Networks. In the event of a ransomware attack or other disruption, your business must be able to quickly recover mission-critical data, restore IT systems, and smoothly resume operation.

Our fully managed BCDR module unifies reliable backup and recovery with Business Continuity to provide peace of mind. Should disaster strike, data is protected and can be restored quickly, and you can continue operations locally or in the cloud with minimal downtime. It includes:

- Verified On-Premise + Cloud-Based Data Backup
- Fast, Flexible Restores
- Ransomware Scanning to Ensure Data Integrity
- Global Cloud Infrastructure Supporting Business Continuity

If you want to protect your clients, employees, organization, and reputation, Managed BCDR is an important choice for your business.



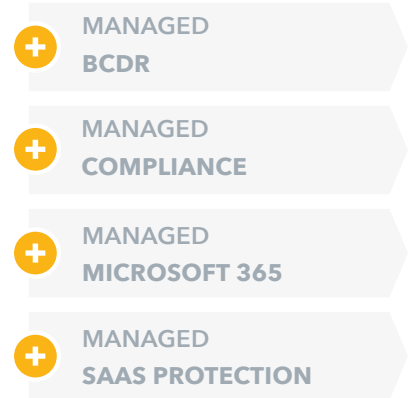
MANAGED MODULE

Managed Compliance

If you're like most organizations and compelled to comply with at least one data protection regulation, we can help you get and stay compliant. Our Managed Compliance approach helps you prepare for, earn, and maintain compliance with multiple global regulations such as CMMC, GDPR, HIPAA, NIST CSF, PCI DSS, plus manage "due care" for your Cyber Liability Insurance requirements. It includes:

- Risk Analysis + Treatment Plan
- Monthly Guidance + Reporting
- Documented Evidence of Compliance Efforts
- Process to Lower CLI Premiums + Avoid Denials
- Certification + Audit Prep
- Improved Security Posture

We take the chaos out of compliance for one monthly charge that covers all standards plus CLI.



96%

OF BUSINESSES WITH A BACKUP AND RECOVERY SOLUTION IN PLACE **FULLY RECOVER FROM RANSOMWARE ATTACKS²**



WE PROVIDE ONGOING MONITORING + REPORTING AGAINST REQUIREMENTS TO HELP YOU GET AND STAY COMPLIANT



MANAGED MODULE

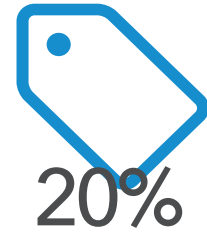
Managed Microsoft 365

Make the most of your Microsoft 365 investment with managed services designed to drive better business results and maintain the sustainable operation of your Microsoft 365 solutions. Our team of professionals will customize Microsoft 365 to your unique environment and architect the best solution for your business.

Services cover:

- User Help Desk
- Administration of the Microsoft 365 Ecosystem
- Microsoft 365 Implementation Including Customization, Integration + Migration.

We deliver one-stop support and ensure your entire organization receives a comprehensive, seamless experience with the platform.



DISCOUNT ON PROFESSIONAL SERVICES AVAILABLE TO ALL MANAGED SERVICES CUSTOMERS



MANAGED MODULE

Managed SaaS Protection

Every day thousands of organizations, just like yours, place their trust in Microsoft 365 and Google Workspace to safeguard business-critical data. But did you know that data stored by these cloud-based applications are just as vulnerable to deletion and corruption as data stored on-premises?

If you have migrated workloads to the cloud, you need backup and recovery for critical cloud data. Our Managed SaaS Protection services leverage a cloud-to-cloud backup infrastructure to manage and ensure the comprehensive backup/recovery of data that lives in Microsoft 365 and Google Workspace applications, covering:

Microsoft 365

- Exchange
- OneDrive
- SharePoint
- Teams
- Tasks

Google Workspace

- Gmail
- Google Drive
- Calendar
- Contacts
- Shared Drive

All data is at risk, especially SaaS data. Rely on Managed SaaS Protection for maximized protection against permanent data loss.



70%

OF BUSINESSES WILL SUFFER AN UNRECOVERABLE DATA LOSS IN SAAS APPLICATIONS BY 2022³.

3 Gartner

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.

Contact us today to learn more.

(800) GET-DNET

OR

datanetworks.com/solution/managed-it-services