



An Insight company



Operational Services

Improve operational efficiency and service levels, gain visibility, control costs, and alleviate internal resource shortages with expert support from Datalink Managed Services.

Our data center specialists deliver expertise, tools, and processes to manage your IT operations and monitor infrastructure health, performance, and capacity. With operational support from Datalink Managed Services, you can optimize IT spend to balance cost, performance, and compliance considerations against your business-specific needs.

Our services include:

- In-depth tools that embed service assurance and visibility in all of our service offerings
- 24x7 incident management for your environment, enabling you to focus resources on higher value tasks
- Real-time assistance with multiple contact options by phone, web, or email
- ITIL-based case management that documents transparent changes in your environment
- Change and patch management
- Formal escalation timeline and policy as well as automated alert notifications, formal action plans, and timely status updates
- Integrated processes that enable Datalink to act as an extension of your team

Easy access to service

Our customer support management team is available to assist you 24x7 with any problem escalation needs. Open a support case with Datalink Managed Services via:

Portal: servicedesk.datalink.com

Phone: 800.291.3230

Email: support@datalink.com

Support response policy

Priority setting	Initial response	Case updates ¹	
		Active case	Observing case
Priority 1	15 minutes ²	1 hour	N/A
Priority 2	1 hour	2 hours	24 hours
Priority 3	4 hours	8 hours	48 hours
Priority 4	24 hours	72 hours	72 hours

NOTES: ¹ An "active" case is being actively worked on by Datalink. An "observing" case is monitored by Datalink and is awaiting new development. ² Datalink typically responds to Priority 1 incidents in less than five minutes and works them continuously until resolved.

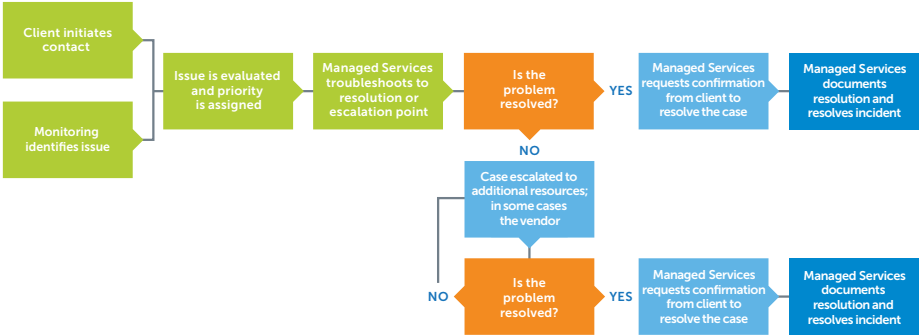
Automated support escalation and notification policy

Automated case action	Priority level			
	(1) Critical	(2) Severe	(3) Medium	(4) Low
Case escalated to Datalink advanced support	2 hours	6 hours	5 days	10 days
Notification: Customer	x	x	x	x
Support management	x	x	x	x
Sales representative and management	x	x	x	x
Field engineering and management	x	x		
Executive management	x	x		
President	x			
Customer update issued	6 hours	16 hours	10 days	15 days
Notification: Customer	x	x	x	x
Support management	x	x	x	x
Sales representative and management	x	x	x	x
Field engineering and management	x	x		
Executive management	x	x		
President	x			
Case escalated to vendor	8 hours	24 hours	15 days	20 days
Notification: Customer	x	x	x	x
Support management	x	x	x	x
Sales representative and management	x	x	x	x
Field engineering and management	x	x		
Executive management	x	x		
President	x			
Customer update issued	16 hours	32 hours	20 days	N/A
Notification: Customer	x	x	x	
Support management	x	x	x	
Sales representative and management	x	x	x	
Field engineering and management	x	x		
Executive management	x	x		
President	x			
Customer update issued	24 hours	40 hours	N/A	N/A
Notification: Customer	x	x		
Support management	x	x		
Sales representative and management	x	x		
Field engineering and management	x	x		
Executive management	x	x		
President	x			

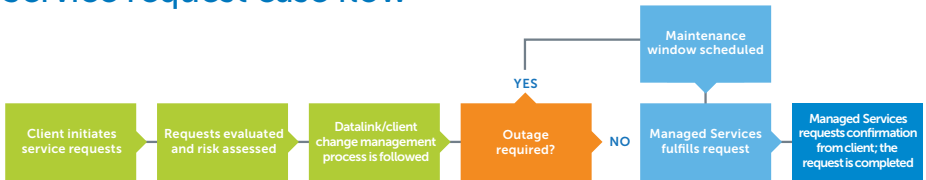
NOTE: Escalations are performed within the contracted hours of coverage. Times are based on cumulative effort. Days are business days. By definition, Priority 1 cases are worked continuously until resolved.

x = Action taken

Incident case flow



Service request case flow



Priority level definitions

Critical (Priority 1) – Your system is inoperable or is at a severely reduced level of functionality, resulting in an adverse impact on normal business operations. No immediate workaround or resolution is available. The incident will be worked continuously until resolved.

Severe (Priority 2) – You are experiencing intermittent failure or performance degradation that has limited normal business operations. These incidents are time sensitive and critical to productivity, but do not cause an immediate work stoppage. No workaround is available, and operations can continue in a limited capacity.

Medium (Priority 3) – Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.

Low (Priority 4) – General questions or a minor incident that has little to no impact on your normal business operations.

Incident request definitions

Alert – A breach in a predetermined threshold, varying in severity from critical to informational. Delivery of alerts is typically via email, but can also be sent via SMS.

Incident – Typically break/fix work. The action is a direct result of a systems issue, misconfiguration, hardware failure, or human error.

Service request – A scheduled action that results in a move, add, change, or delete (MACD). Service requests may also be an activity that is not a system modification, but rather an evaluation or assessment of systems to determine what change may or may not be required.

Customer Support Center

800.291.3230

Escalation contacts

Manager, Data Management

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Manager, Managed Services

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Client Services Managers

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Comprehensive operational support

Serving as an extension of your organization's IT department, our highly trained Managed Services Engineers remotely handle your operational needs to ensure your environment remains functional 24x7. By managing your IT operations, including monitoring, reporting, analysis, and additional support, we provide you with the visibility needed to proactively plan, protect, and maintain your environment.

Datalink is committed to providing exceptional customer service. If there are ways we can better assist you, please ask to speak to the Managed Services Duty Manager. In addition, you can contact the following individuals to escalate your case, share concerns, or provide feedback:

Director, Managed Services

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Cell: 803.493.1479

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Director, Practice Director, Engineering Services

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