



# System Management and Hosting

Peace of Mind - Around the Clock System Monitoring - High Bandwidth

Over the past decade, we have witnessed the globalization of business enterprise. Many companies are developing global operations in order to remain competitive. The need for expanded hours of computer system availability and operation has transformed into a full 24/7 workload. Parallel to this globalization, many business partnerships are expanding to leverage Internet-based technologies. By leveraging current advanced technologies, these strategic alliances are integrating the entire supply chain, from the material supplier's system, to the manufacturer's system, to the distributor's system and then reaching out to the consumer. This combination of globalization and real-world Business- to- Business eBusiness applications has created a requirement for business systems to be highly available with high bandwidth connections to many different systems over the Internet. This includes:

- ERP Systems
- eBusiness Systems
- MES/JIT Systems
- Warehouse Management Systems
- Email Systems
- EDI Systems
- Web Services

## What We Will Provide:

Datanational Corporation has the expertise to manage and maintain the globalization of our customers' computer system requirements, providing increased uptime and reliability, while reducing the total cost of managing and monitoring of business systems.

Our data center will provide a managed physical environment, suitable for operation of the hardware to meet with the stated system availability target. At our facility, we will provide and manage the network infrastructure and communications components required for our performance of the services. This facility will provide appropriate security, redundant power supplies, backup UPS and a generator. A high-speed IP Internet connection providing 1.5Mb of dedicated bandwidth with expansion on-demand up to 100MB is provided, along with a managed firewall solution in our data center.

Datanational will provide an Operations Help Desk to answer and respond to system-related calls during the selected support time frames. Prior to initiation of the project, Datanational will assign a Services Manager who will work with the customer assigned IT Staff to develop a project plan for the implementation at the data center. Primary and Secondary Support individuals and an Emergency Contact Manager will be assigned at all times.



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# PRMS System Management and Hosting

Datanational will provide options for System Management Services on a 24x7 or 8-5 basis. This will include the following services:

- Operating System and Hardware Monitoring
- Application Software Monitoring and Maintenance
- Configuration Changes
- Security Monitoring
- Operating System Updates and Fixes
- Automated Job Scheduling and Monitoring
- Monitoring of System Software and System Tools
- Performance and Disk Space Monitoring
- Communications Monitoring and Support
- Communication Traces and Problem Identification/Resolution
- System Connectivity and Support
- Change Management

## How We Do It:

Since our incorporation in 1979, and through our business partnerships, Datanational Corporation has strategically invested in the business infrastructure to deliver systems, facilities and bandwidth on-demand, operation of various types of systems across many different industries. We deploy highly creative technology solutions for system management, monitoring and notification. We have made a significant investment in technology tools and systems which provide continuous communication and advanced notification, with accessibility from anywhere at anytime. Our internal technology solutions capture information, organize knowledge and make that knowledge available to our support personnel, while providing a solid foundation for customer notification and reporting.

## The Datanational Advantage

Datanational Corporation has the expertise to manage and maintain PRMS and eBusiness systems, providing increased uptime and reliability, while reducing the total cost of managing and monitoring of these systems. Through our strategic partnerships, we have invested in the business infrastructure to efficiently deliver systems, facilities and bandwidth on-demand.

Datanational Corporation has earned a reputation for excellence in servicing mission-critical business application systems. We have a strong long-term client base, willing to provide reference to our capabilities. Familiarity with existing systems provides us with the ability to offer more effective and customized High Availability (HA) and Disaster Recovery (DR) solutions. With our broad knowledge of PRMS, we can also provide business application support.



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