

Delivering Technology Success for Your Business

MANAGED IT SERVICES FROM DATA NETWORKS

Your technology should accelerate growth, not slow you down.

IT can play a major role in the success of your organization. But you can also find yourself burning valuable cycles keeping it up and running smoothly—cycles better spent on the strategies and innovation needed to move your business forward.

If you “own” IT but have few or no internal resources to support it, Managed IT Services from Data Networks make a lot of sense. Rather than going it alone, let our team of professionals become your expert IT department. You’ll get end-to-end IT management with unlimited support, access to a bench of highly certified IT pros, plus cost stabilization with fixed monthly pricing.

Much more than just IT support.

With Data Networks, you gain a partner that is dedicated to more than just day-to-day IT support. Of course we ensure your IT systems perform well. But we also dedicate our considerable resources to the relentless pursuit of IT improvement. Our uniquely comprehensive approach continuously optimizes and secures your IT environment to support your business goals. Plus, it includes *Strategic IT Planning* to help you 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 Managed IT Services from Data Networks. Our team is passionate about enabling your success through IT. Let’s get started!



TECHNOLOGY SUCCESS WITH MANAGED IT SERVICES:

- ✓ **ELIMINATE** your IT support 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 approach to Managed IT Services is uniquely comprehensive. It includes:

CENTRALIZED SERVICES

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



Your Centralized Services Engineer (CSE):

- ✓ Monitors your environment 24/7/365
- ✓ Manages and deploys patches for workstations and servers
- ✓ Administers a wide range of Security Services
- ✓ Maintains your backup and BCDR
- ✓ Manages overall system health

SUPPORT

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



Service Level Agreement Includes:

- ✓ Automated monitoring provided 24x7x365
- ✓ Standard Support available from 7:00am - 5:00pm EST, Monday - Friday
- ✓ Support during Non-Business hours can be provided on a case-by-case basis
- ✓ NBD dispatch of onsite resources when required

TECHNOLOGY ALIGNMENT

In-depth knowledge of your IT environment with regular assessment to ensure alignment and compliance with accepted technology standards.



Your Technology Alignment Engineer (TAE):

- ✓ Ensures IT alignment with a managed and updated library of technology standards
- ✓ Conducts regular assessment of IT infrastructure
- ✓ Communicates findings to your Technical Success Manager
- ✓ Schedules regular updates and reports on MSP activity

STRATEGIC IT PLANNING

Planning and guidance to align your IT strategy with business goals. Plus a strategic roadmap, plan, and budget to ensure technology success.



Your Technology Success Manager (TSM):

- ✓ Engages in strategic planning to ensure IT considerations are integrated into your business strategy
- ✓ Assists in the development of IT budgets and plans
- ✓ Identifies and assesses technology-related business risks
- ✓ Evaluates and manages relationships with IT vendors
- ✓ Recommends improvements to your IT infrastructure
- ✓ Provides regular reporting on the status of IT initiatives

PROFESSIONAL SERVICES

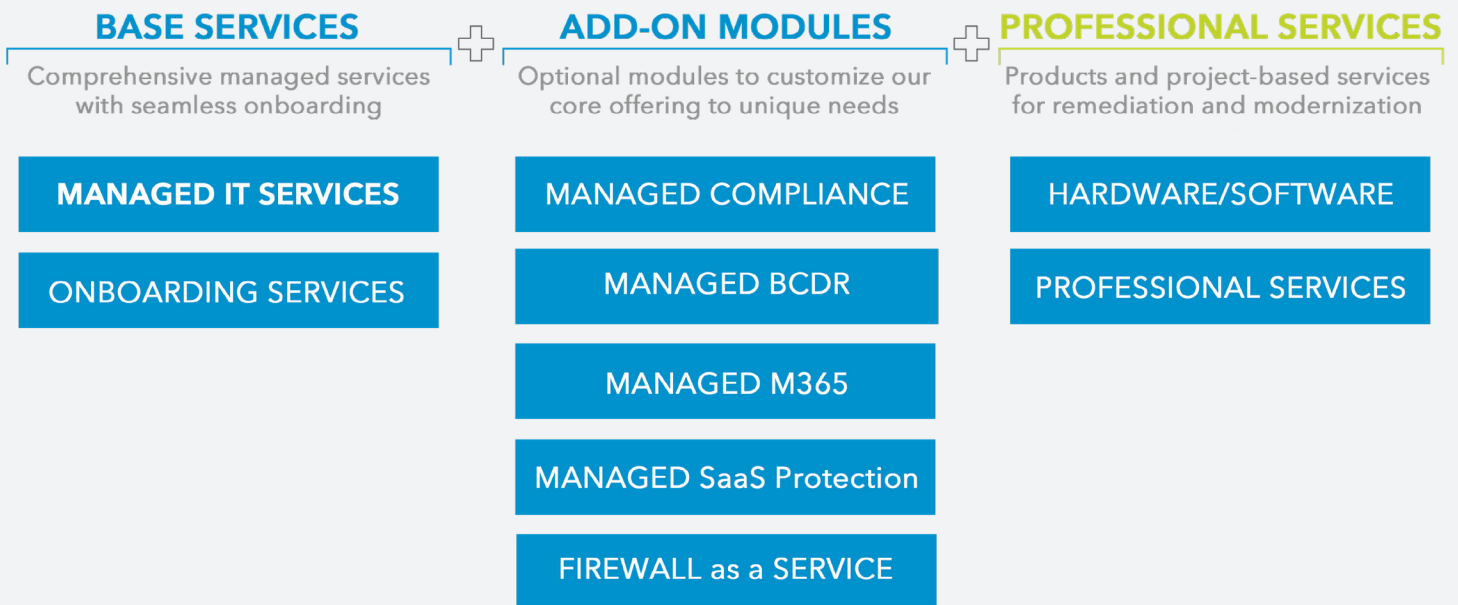
Highly-certified engineers and IT Pros who handle escalations and implement new technology as required or recommended by your TSM.



Our Professional Services Team:

- ✓ Executes in-depth assessments and go-forward plans
- ✓ Develops insightful designs based on data not conjecture
- ✓ Delivers fast, seamless installation and integration
- ✓ Provides stress-free project management
- ✓ Gives you unmatched peace of mind

Managed IT Services Overview



Our Base Managed IT Services Include All of the Following:

INFRASTRUCTURE SERVICES

- Firmware Updates for Network Infrastructure
- Patch Management and Deployment for Servers
- Remote Maintenance and Support
- Remote Monitoring and Management

SECURITY FOCUSED SERVICES

- Advanced Endpoint Detection and Response
- Firewall Management
- Disc Encryption (PC and Mac)
- Managed Security Operations Center (SOC)
- Microsoft File and Email Encryption Labels
- Microsoft Pii Scans
- Multi-Factor Authentication
- Security Awareness Training and Phishing Services
- Vulnerability Scanning and Management

GENERAL SERVICES

- Asset Inventory and Management
- Onboarding and Offboarding Staff
- Printer Support
- Software Licensing Management
- Vendor and Procurement Management

WORKSTATIONS AND DEVICES

- Feature Updates for Workstations
- Mobile Device Management and Support
- Operating System Migrations
- Patch Management and Deployment for Workstations
- Workstation Management (PC and Mac)

Count on reliable service delivery with Security as a primary concern!

Getting Started with Managed IT Services

Onboarding

Your partnership with Data Networks begins with a series of assessments to determine the current state of your IT environment and its readiness for Managed IT Services. Assessments for this phase include: Infrastructure and Network, System and Applications, Security, Data and Backup, Cloud and Virtualization, IT Service Management, Vendor and Licensing, plus a complete review of IT documentation. Results are meticulously documented and shared with your team.

Next comes Onboarding beginning with a welcome and consultation for key staff to prepare for the services to follow. Services include an in-depth Infrastructure and Security Assessment, complete IT Asset Inventory, IT Policy Review, deployment of RMM agents plus EDR and MDR solutions, network security enhancements, application of data protection and backup, plus all documentation and compliance. Onboarding concludes with Training and Access Management for your team and a Final Onboarding Review, ensuring a smooth transition to your managed environment.

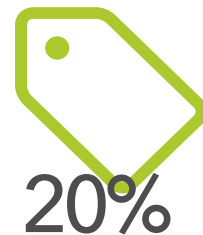
Available Options

Managed Modules

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

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*. All Managed IT 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 FOR ALL MANAGED IT SERVICES CUSTOMERS!

Contact us today to learn more.

(800) 283-6387

datanetworks.com/managed-it-services

