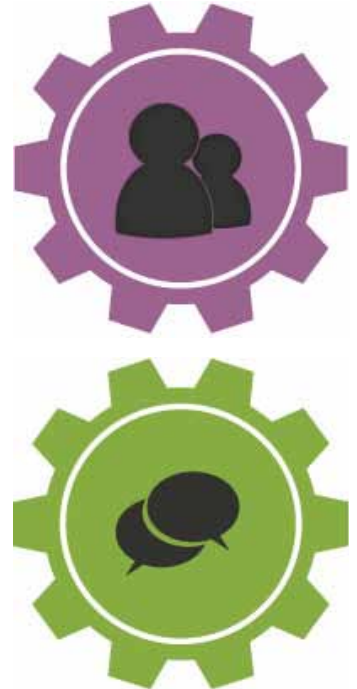# Epicor CMS
After Hours Application Support
Delivered by Datanational Corporation

CMS After Hours Application Support

With many years of experience with the CMS application in various vertical implementations, we provide application support, development, implementation consulting and on-call break/fix assistance, even during the often critical after hours period.

Datanational offers After Hours CMS Application Support around the clock, in conjunction with our 24/7 operations system monitoring service. Our expert staff is on duty (not simply on call) around the clock. Users from around the globe operating on systems no longer need to worry about waking up someone if there is a problem. Your applications at times may have some bugs that need to be fixed. In other cases your system may need emergency attention that only our expert staff can have up and running with minimal down time.

Our proven solution works by using a multi-tier system, consisting of front line responders, Level 2 troubleshooting and Level 3 escalation. This system is made of an expert team that relays message across three lines to solve problems that may occur. At any time of the day (or night), you will find our team on duty ready to react and solve the problem.

The Datanational Advantage

Since our incorporation in 1979, our experience with IT infrastructure and system support enables us to provide you with reliable and cost-effective solutions to deliver systems, facilities and bandwidth on demand, along with 24/7 expert system management.

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. With our broad knowledge of Epicor CMS and eBusiness software, we can also provide business application support.

Datanational supports critical customer applications including ERP, E-Business, EDI, and MES solutions. Datanational provides the means to deliver increased uptime and system reliability while reducing the total cost of management and monitoring of these vital systems.