



# Epicor CMS System Management and Hosting

*Delivered by Datanational Corporation*



## Take Control of your CMS System i Implementation

Datanational's system management and hosting will give you peace of mind around the clock when it comes to your company's IT operation. Just consider the following:

- Real-world eBusiness applications have created a requirement for business systems to be highly available with high bandwidth connections over the Internet
- IT systems (Epicor CMS, Email, EDI, etc) are expected to be available 24/7
- IT must deliver increased uptime and system reliability while reducing the total cost of management and monitoring of these systems



Our data center, or one of our Business Partner's colocation sites, will provide a managed physical environment, suitable for operation of the hardware to meet with the stated system availability target. 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. Datanational will provide options for System Management Services and an Operations Help Desk to answer and respond to system related calls during the selected support time frames.



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**EPICOR**  
Silver Partner

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## 24/7 System Support

- Help Desk Operations
- System and Application Monitoring
- Technical System Support Services
- Network Support Services
- Cross Platform Operating System Support

## Business Continuity and Recovery Solutions

- Warm Site Solutions
- Cold Site Solutions
- Assisted Disaster Recovery Services
- Eliminate Tape with Off-Site EVault Cloud Backups
- Real-time Data Protection with MIMIX DR

## High Availability Solutions

- Mirrored System Implementation
- Colocated Mirrored Systems
- Vision MIMIX Availability or iTERA HA
- Double-Take for Windows



## After Hours System Management and Hosting

Datanational offers After Hours CMS System Management and Support around the clock and around the globe. Our expert staff is on duty (not simply on call) around the clock. We deliver enterprise class service through a best in class support structure with a trained team of “First Responders” who are second to none. We are committed to keeping CMS ERP systems up and running 7x24x365.

Datanational has developed a proven support system structure and has hired in a secure staff implementation to make sure that your system is watched at all shifts on a 7x24x365 day basis. We work holidays and we work every hour of the day. If there is an issue with the system, it is typically solved in a matter of hours of being reported. There is no longer waiting for the designated person to get back to work to fix and solve the problem. Instead it's dealt with and solved the minute the red flag pops up on your system.

## 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.



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