



DATABANK

WORKING WITH THE RIGHT CLOUD PARTNER

ELIMINATE ITERATIONS AND SHORTEN TIME TO MARKET
WITH AN EXPERIENCED PARTNER.

The ideal cloud services partner should be proactive, transparent and consultative, providing 24x7 access to a sophisticated data portal.

At DataBank, we're ok with being the unsung hero. The one that keeps you and your company moving at the speed of business.

We differentiate ourselves from competing managed service providers by creating a personal, hands-on experience from start to finish. Over the past two decades of developing this process that's been proven to drive customer success, we've discovered a few key themes that strengthen any business partnership.

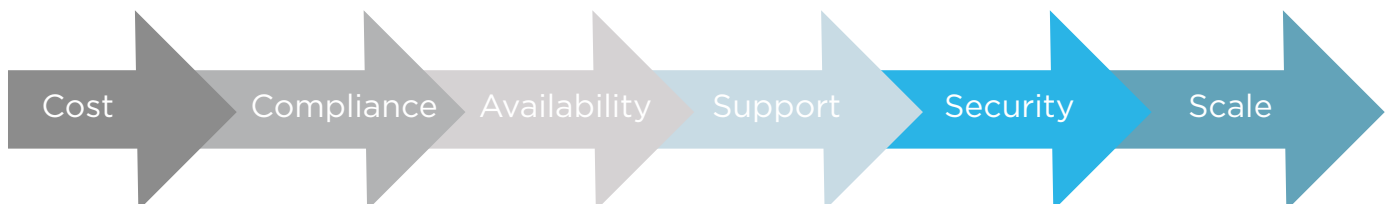
DEEP CONSULTATION

Starting with how you arrived at your current state, a partner should ask relevant, in-depth questions about the nature of your business and how you define success. Your thorough and candid answers will ensure that the partner can support your needs now and in the future, including any compliance demands.

Understanding mutual needs and strengths ensures that the partner is ready to own the responsibility you feel comfortable delegating.

Honing in on six areas during this transparent discussion can ensure a good match and foster the right working chemistry. Typically, companies that require a partner for their strategic cloud initiatives will want to prioritize across cost, compliance, availability, support, security, and scale.

Simply put, these areas can't all be a No. 1 priority. By rating which of these areas (CCASSS) are most important, companies can ensure strong alignment with their cloud services partner in determining the best solutions and strategy.



IDENTIFYING YOUR CUSTOM ENVIRONMENT

The degree to which a partner must consult depends greatly on the resources you have available to support the effort. The more information, the better your partner can design the optimal solution and anticipate any issues to proactively address them. Your partner will have spent time getting to know you, your pain points, goals, and what you're looking for in a cloud services partner.

Once priorities are established, consider your options for solutions. For example:

1. The optimal configuration

This environment will have all the bells and whistles. It will demonstrate vision and illuminate risk points where the partner can provide coverage.

2. Problem-solving approach

This is pragmatic and not about fixing “*what ain't broke*”; instead it's about optimizing your environment and offering best practices learned over years of experience.

3. Mutually beneficial relationship

If this is an option for your company, you can leverage your own technical team for the areas in which you need the most expertise and help. This environment will require more involvement on your side.

4. The customer's wish

This configuration is to your specifications. The partner has listened to what you want and is providing that at an exact cost. Although this won't include any additional recommendations or other considerations, some businesses have their sights set on something and the right partner can provide it, as long as the partner sees it as a secure and viable option.

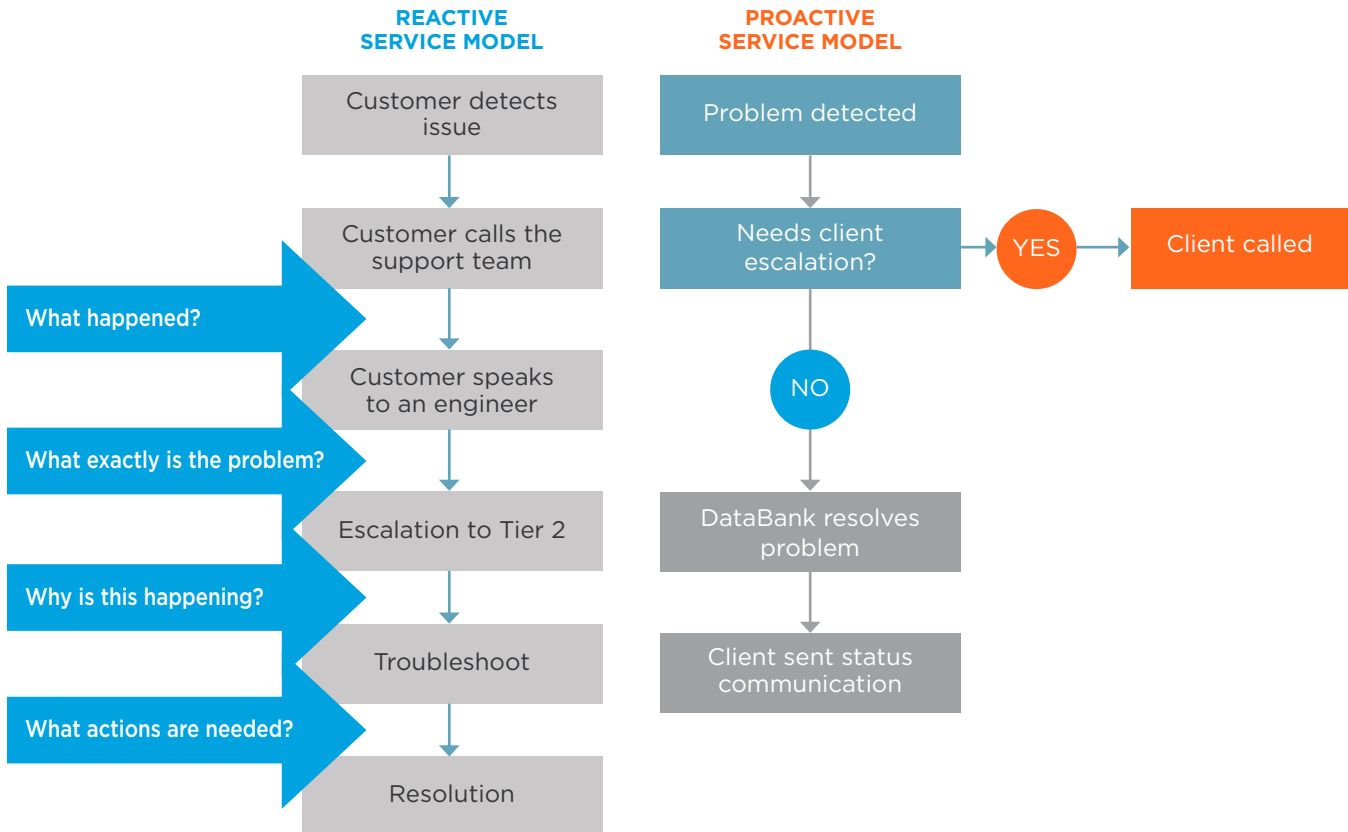
No matter which option you select, commitment to mutual integrity and transparency is key to success.

THE DISCOVERY AND QUALIFICATION PROCESS



THE PROACTIVE PARTNER PROCESS FOR ISSUE RESOLUTION

Most managed service providers make it incumbent upon their customers to detect an issue or react to an alarm. Then the customer must spend time working with multiple tiers of support to resolve the issue. Although this may end well, it is a distraction from your business focus and not something you want to deal with in the middle of the night. The right partner will proactively detect an issue, inform you that it's being handled, resolve it, and guide you on how to prevent it from happening again.



From incident management to real-time stats on the health of your environment, a key ingredient of a successful partnership is ongoing transparency. Look for a partner that offers 24 x 7 access—anywhere, anytime—to a sophisticated portal for the business, including dashboards for security, compliance, audit documentation, and capacity management. Having this portal is especially helpful if you need to prove the value of fully managed services.

Finally, from the outset, your partner should seek to discover your needs and objectives so that you can benefit from the best possible solution. Whatever your cloud initiative, delivering value to internal and external stakeholders is paramount. Look for a commitment to quality and excellence for technical solutions as well as proactive customer service.