



MANAGED SERVICES AT DATABANK

SECURE & COMPLIANT HOSTING	CLOUD MIGRATION & DESIGN	IAAS/PAAS SOLUTIONS
AWS MANAGED CLOUD	COMPLIANCE ARCHITECTURE & AUDIT SUPPORT	
DATA CENTERS	INTERCONNECTIVITY	COLOCATION



INTRODUCTION



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

The goal of this eBook is to detail how we differentiate ourselves from the competition by creating a personal, hands-on experience from start to finish.

Here's what you can expect from this DataBank playbook:

- How DataBank Qualifies Your Business
- Building Your Custom Environment Solution
- Our Implementation + Onboarding Process
 - Customer Happiness
- The DataBank Support Commitment

Let's dig deeper and tell you how we make this all happen!





At DataBank, we're committed to providing a stable and secure managed hosting environment that keeps your focus on growing your business.

DISCOVERY

We start all new conversations with a thorough vetting process to ensure we know exactly what you need from your managed services provider to feel confident. This kicks off with a Discovery Call to understand your definition of success and it aligns with our services.

DataBank hones in on five key areas which have been proven to ensure that our capabilities and your needs are a match. We call it the C.A.S.S.S. Method:

- **Cost**
- **Availability**
- **Support**
- **Security**
- **Scale**

Following this method with our potential customers allows us to identify all necessary pain points in these five critical areas, and ensure that as we evaluate each other as prospective partners, we can drive the best possible outcome.



PROCESS

DISCOVERY
+ QUALIFICATION

PROCESS

DISCOVERY + QUALIFICATION

By spending the extra time to answer some key questions, we ensure that we are ready to go to the next step of the Deep Consultation process:

- What is your company's environment?
- How many servers do you have?
- How much traffic is passing through those servers?
- Does your business have specific compliance needs such as HIPAA, FedRAMP or PCI?

Depending on how you answer some of these preliminary questions, we are better suited to tailor our services and ensure we support all of these specifications and regulations.

DEEP CONSULTATION

Part of our discovery process with you will involve asking several in-depth questions about your business, your expectations, and how you envision your relationship with DataBank.

What problem or issue has led you to us in the first place?

If we do not understand this together, none of the services or recommendations we offer will provide as much impact as we need to considering how important of a decision you have in front of you. Just as you vet us out, we also do the same with our prospective customers because it's our responsibility to ensure that there is a mutual fit. While we do like to understand a lot of the "surface-level" concerns, our experts also dig much deeper into your concerns about configurations and security; this way, we can create as many environment options as possible - prioritizing these will allow our team to provide as specific of a solution as possible.

Which leads us to our next critical stage - the Custom Environment.

ENVIRONMENT

IDENTIFYING YOUR CUSTOM ENVIRONMENT

At this stage we have spent the appropriate amount of time getting to know you, your pain points, goals and what you are looking for in your managed services provider. While it may seem like a more intrusive and intense process than companies are used to, it will not jeopardize your speed to market, but, instead further ensure your ongoing success.

Depending on your needs and timing, we may provide prospective customers with up to four potential solutions, and these are based on our discovery from the C.A.S.S.S. evaluation method:

1. The Optimal Configuration

a. This particular environment will have all the bells and whistles. While it may not be everything a customer wants right away, we feel it's imperative to offer the "optimal" environment so customers can see all of the risk points and become aware of all the areas where we can provide coverage.

b. Sometimes this option becomes more of a long-term goal, but we've found that this provides prospective customers with a vision.

c. This recommendation is based on what will work best for your system leveraging existing resources that can be enhanced with our managed hosting services.

2. Problem-Solving Approach

This is a more consultative approach aimed at taking your hardware and crafting a well-thought out solution to your problem. If it isn't broken, we won't try to fix it, but we will provide some best practices and advice around optimizing it.

3. Mutually-Beneficial Relationship

We take into account all aspects of this potential relationship. If there is still some vulnerability, we factor in the time and cost of those items and build our plan around them. This way, we can work on helping you focus on your initial priorities and providing the best managed services possible when you need them. This particular environment will be very hands-on and require a prospective customer to be more involved - it's best when there is some technical management already in place at an organization.

4. The Customer's Wish

What you, the customer, wants. This option is exactly how it sounds - we listened to what you wanted, and are providing that exact cost. While this won't include any additional recommendations or other considerations, we have found that sometimes businesses have their sights set on something, and we are happy to provide that so long as we can get behind it as a secure and viable solution.

No matter which option we move forward with, being on the same page with a potential customer is vital, as it reduces risk and miscommunication. We are committed to a surprise-free relationship, and build all of these quotes specifically for you - they are not just standard numbers we give everyone; they reflect what it will take to drive a successful outcome.

IMPLEMENTING YOUR SOLUTION

We acknowledged at the outset that the Discovery and Qualification stages are the most critical for us to deliver options customized for your organization, but this next phase is where our Customer Service takes hold and brings your environment to the finish line.

ENTER THE IMPLEMENTATION ENGINEER

Based on the specifications given to our implementation department, you will then be assigned an Implementation Engineer (IE). Your IE is your point of contact and will be able to assist you with anything you need during the onboarding process. They are there to get the project from Point A to Point B. Think of the IE as your Implementation Sherpa.

WHAT YOU CAN EXPECT

Your IE is evaluated on one main metric at the end of provisioning: Your ability to say yes to the question, “Are you happy?”

Building that personal relationship with our customers is at the heart of our services.

Your IE, will oversee the cut-over and ensure that the environment will work in a real world application. This burn-in phase is important because it helps us discover any issues, and makes sure that we are giving you the best services possible.

Once your burn-in phase draws to a close, your IE will go over a 20-point checklist with you to ensure that the system is complete and ready to go with no issues or ensure any issues are resolved.

Once all of the checkpoints are complete, then the implementation process is finished. Your IE will send a closure document to you to finalize the process, but they will continue to be there, as a trusted resource for your team should any issues arise.

THE TRANSITION TEAM

Working as what we like to call a “Transition Shepherd”, our implementation team will compare your existing infrastructure with your new one, and make sure that all the necessary changes are being made. They will also evaluate the timeline of the transition and make sure that things are moving at the proper speed. The implementation team from DataBank Hosting will always be involved in the transition, whether you are managing the server move or we are. We like to stay in communication with you throughout the process. In most cases, the implementation team will be doing a majority of the heavy lifting during this process.

IT'S GO TIME

FROM IMPLEMENTATION
TO PROVISIONING

SUPPORT

SUPPORT TEAM

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. While this may end well, it is a true distraction from your business focus and not something you want to deal with in the middle of the night.

PROACTIVE SUPPORT WITH FULL TRANSPARENCY

DataBank looks at incident management very differently than traditional vendors. We view it as our responsibility for detecting an issue, informing you, troubleshooting, and resolving it 95% of the time without the need to keep you on the phone and distracted from your day-to-day business. And the right partner will offer guidance on how to prevent the issue in the future.

DataBank will proactively detect an issue, inform you 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. DataBank offers 24/7 access - anywhere, anytime - into a sophisticated portal for the business case you need to prove the value of fully managed services including dashboards on security, compliance, audit documentation, and capacity management.

Finally, from the outset, DataBank will find out what your needs and objectives are so that you can benefit from best solution possible. Whatever your hosting or cloud initiative, delivering value to internal and external stakeholders is paramount. Look for DataBank's commitment to quality and excellence for technical solutions as well as proactive customer service.

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