



DATABANK
Data Center Evolved™

SERVICE DELIVERY OPERATIONS

Your Trusted Partner for Seamless Execution

Who We Are

At the heart of every successful deployment is a team that knows how to deliver. DataBank's Service Delivery Operations team ensures your journey from contract to cutover is executed with precision, professionalism, and complete accountability.

As your primary point of contact, our experienced project managers lead the delivery of all of our managed services—including IaaS, PaaS, DRaaS, and hybrid solutions—aligning our expertise with your goals from day one.

Primary Responsibilities

- Lead end-to-end delivery of customers' managed services orders
- Partner with sales and sales engineers to validate scope and requirements
- Conduct project kickoff and technical alignment calls
- Develop and manage detailed project plans and timelines
- Provide consistent weekly updates to ensure transparency
- Coordinate across internal teams in cloud, networking, billing, and support
- Ensure delivery is on time, on budget, and to specification
- Manage cutover activities and project closeout
- Ensure a smooth, informed handoff to our 24/7 Support Operations team

Project Management That Drives Results

Our project managers bring industry best practices, enterprise experience, and a relentless focus on execution. Whether launching a single cloud environment or rolling out a complex hybrid architecture, we keep stakeholders aligned, risks mitigated, and timelines intact—so your services go live without surprises.

What We Deliver

- **Infrastructure as a Service (IaaS)**

Scalable, secure compute and storage environments tailored to your needs.

- **Platform as a Service (PaaS)**

Optimized platforms that accelerate your application development and operations.

- **Disaster Recovery as a Service (DRaaS)**

Resilient recovery plans and infrastructure that protect your business continuity.

- **Hybrid Deployments**

Seamlessly integrated on-premises and cloud solutions, built to scale with your strategy.

What Sets Us Apart

- **Customer-First Approach**

We communicate clearly, manage expectations, and prioritize your success.

- **End-to-End Accountability**

From kickoff to cutover, we drive every step of the process—no handoffs, no guesswork.

- **Cross-Functional Expertise**

We navigate complexity across departments, so you don't have to.

- **Proven Track Record**

Trusted by enterprise clients to deliver mission-critical solutions across industries.

Our mission is simple: Deliver your solutions efficiently, professionally, and with zero surprises.