



**DATABANK**  
Data Center Evolved™

## SUPPORT TEAM OVERVIEW

# Support Operations

### Primary Responsibilities

Our Support team consists of both Customer Operations and Technical Operations teams, who work in tandem to ensure seamless Customer Support. From monitoring infrastructure and resolving technical issues to providing 24/7 Support, they keep your systems running smoothly and securely, minimizing downtime and maximizing performance.

### Who We Are

We are the frontline problem-solvers at DataBank. With deep technical expertise and a commitment to customer success, our teams collaborate to deliver rapid, reliable solutions—ensuring your critical IT infrastructure stays operational, secure, and optimized.

### Customer Operations

The Customer Operations team is the frontline of our Support system, focusing on direct customer interactions and ensuring timely issue resolution. We're here to ensure a smooth and seamless experience. Our team provides clear communication, timely updates, and expert guidance to help you navigate solutions.

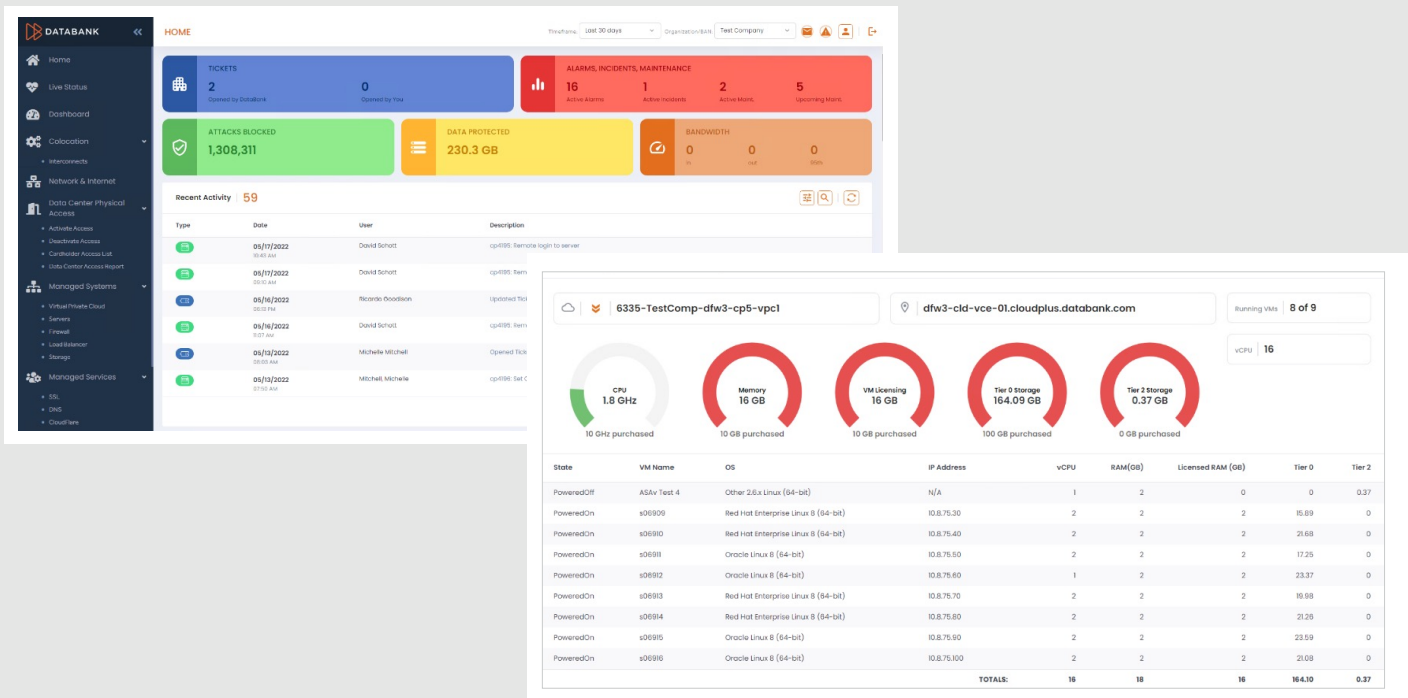
- **Tier 1 Support:** The first point of contact for customers, managing general inquiries, troubleshooting common issues and providing quick solutions.
- **Overnight Support Team:** Ensures 24/7 coverage by assisting customers outside regular business hours, maintaining service continuity, and addressing urgent concerns.

### Technical Operations

Dedicated to diagnosing and resolving technical issues, this team applies deep technical expertise to troubleshoot and restore services efficiently. This team works in tandem with Customer Operations to ensure technical challenges are addressed swiftly, minimizing disruptions and optimizing performance.

- **Tier 2 Support:** Handles escalated cases from Tier 1, diving deeper into technical problems, collaborating closely with internal teams, and providing advanced troubleshooting.
- **Tier 3 Support:** The highest level of Support, focusing on critical system issues, bug identification, backend troubleshooting, and working closely with engineering teams to implement long-term solutions..

Our 100% U.S. based Support teams proactively resolve issues, ensuring you receive the reliable and responsive Support you deserve.



## Our Services

### 1. Systems & OS Support

- IT infrastructure management, ensuring server health, OS patching, performance optimization, and issue resolution.
- Support across Windows and Linux.
- Ensuring high availability, reliability, and compliance for critical systems.

### 2. Security and Networking

- Threat monitoring, vulnerability management, firewall administration, and compliance enforcement.
- Performance tuning and troubleshooting across wired and wireless environments.
- Proactive measures to safeguard infrastructure and maintain seamless connectivity.

### 3. Middleware, Web & Database Support

- Middleware configuration and web server management.
- Database optimization for application availability, data integrity, and performance tuning.
- Support for platforms such as Apache, IIS, and more.

## Why Choose Us?

- 24/7 Monitoring & Support** – Ensuring uptime and fast issue resolution.
- Expert Engineers** – Certified professionals in networking, applications, and cloud platforms.
- Proactive Approach** – Preventing issues before they impact your business.
- Rapid Response** – Our team answers calls quickly, ensuring critical issues receive immediate attention.

With our comprehensive Support Operations Team, we help businesses stay connected, secure, and scalable—so you can focus on what matters most.