

By partnering with DSI®, you can reduce labor costs and focus resources on your core business. DSI experts are an extension of your team. We save IT administrators valuable time while extending the expertise and capability of your in-house technical resources.

Service includes:

- Around the clock monitoring
- Daily preventative maintenance
- dcLINK database backups
- dcLINK service and application log maintenance
- dcLINK transaction performance review and analysis
- Management of dcLINK users, permissions, passwords and licenses
- dcLINK security audits
- Management of dcLINK and WLAN configurations
- Weekly dcLINK system health reports
- dcLINK software updates and deployment
- OS patch management

Optional Tier 1 help desk support 24/7/365:

- End user support
- Tier 1 problem triage
- Extend your Help Desk from core hours to around the clock

Our approach:

- Proactive
- Preventative
- Part of your team



www.DSionline.com

dcLINK® Administration

Expert support for your dcLINK systems

To help you get the most from your dcLINK system, DSI's dcLINK Administration Services provide 24/7/365 access to certified and experienced dcLINK specialists. We proactively monitor, manage and maintain your dcLINK software, users, servers and databases to improve your operational effectiveness while ensuring and elevating levels of support without adding IT staff.

There is no company better qualified to support your dcLINK environments. With more than 30 years as a technology-based systems integration company, DSI is the expert choice for your dcLINK administration needs.

Expertise

- **ERPs:** Oracle E-Business Suite, Oracle's JD Edwards (OneWorld, EnterpriseOne and World), Oracle's PeopleSoft Enterprise, SAP, Lawson M3, SSA Global and client custom legacy applications
- **Databases:** DB2, SQL Server, Oracle
- **Platforms:** Unix, Linux, Wintel, AS400/iSeries

Certifications

- dcLINK product certifications
- MCTS: Microsoft SQL Server 2005
- MCTS: Windows Server 2000, 2003, 2008
- IBM DB2 DBA
- Cisco Certified Network Professional (CCNP)
- NetApp Certified Implementation Engineer (NCIE)

DSI delivers

Our specialists work with your team to extend the expertise and capabilities of existing in-house technical resources to provide expert dcLINK Administration. DSI has a dedicated, U.S. based staff that is available 24/7/365. We're here when you need us.

DSI saves you money

DSI's dcLINK services reduce fixed costs, total cost of ownership and unproductive downtime. You'll receive improved system availability, stability and performance while reducing your cost and enhancing your ability to focus on your core business.

Eliminate IT concerns

Enlist DSI to manage your dcLINK system. No need to worry about staffing, turnover or continual training. Forget about sick days, vacations and calls in the middle of the night. DSI provides expert level support when you need it, where you need it 24/7/365.

Whatever your current situation, DSI's dcLINK administration specialists have the experience and expertise to enhance your existing enterprise software investment.

Learn more

Contact DSI today to learn how DSI Managed Services can simplify the management of your hardware and software environment and reduce your overall expenses.

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