DataLink INTERACTIVE

SERVICES PORTFOLIO

Professional Consulting Services
Need advice for a big project or want strategic input that will help you meet your IT goals?

IT Support Services
We monitor and manage our clients' networks, desktops, and everything in between.

Corporate Audio, Video Services
Keep your people connected. Conferencing and video room systems save time, money and travel.

Structured Cable | Wireless Access
As the size and nature of your business changes, so will your need for IT access and more speed.
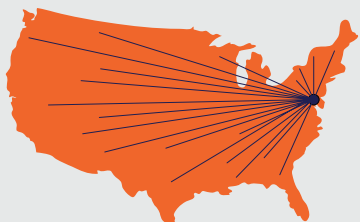
Physical Security
There's one thing everyone agrees on - protecting your people and your assets is absolutely critical.

Business Communications
Our portfolio offers everything from phones to collaboration capabilities that help you keep in touch.

COMPLETE COVERAGE
DataLnk is based in Millersville, MD and supports your local, regional, and national locations.

We Make "IT" Easy

Professional Consulting Services
Third Party Vendor Management

Spending too much time dealing with IT vendors? If so, your business could suffer…

- Slows business process fixes when you and a vendor don't speak the same language
- Prevents staff from assisting customers effectively when downtime is prolonged
- Impedes management decision-making, which could impact your market response
- Disrupts the supply chain if IT problems are allowed to fester
- Erodes confidence among customers, suppliers, partners, investors

Benefits of Third Party Vendor Management

- Enables easy and convenient trouble reporting through a single point of contact
- Resolves technical issues faster and more accurately when the right level of expertise is engaged on your behalf
- Restores staff functions and business processes to normal operations quicker
- Saves on IT expenses when problems are resolved the right way, the first time
- Frees up your in-house resources to concentrate on bigger, more strategic objectives

What We Do

- Leverage established vendor relationships to secure prompt response to trouble calls
- Spell out the precise technology issues so support experts can resolve problems faster
- Manage escalations, track progress, and report changes in status to you
- Monitor vendor performance for input into future purchases and support contracts
- Maintain a line of communication with you to avoid misunderstandings and proactively address issues before they become bigger problems

We Make IT Easy

If your IT vendors are keeping you awake at night, DataLink can get you back on track – at a cost that makes sense. Whether you're running a small or mid-sized business, every DataLink client is valued. You'll know it, because we'll prove it every day. And it's why for years and years, our client relationships continue.