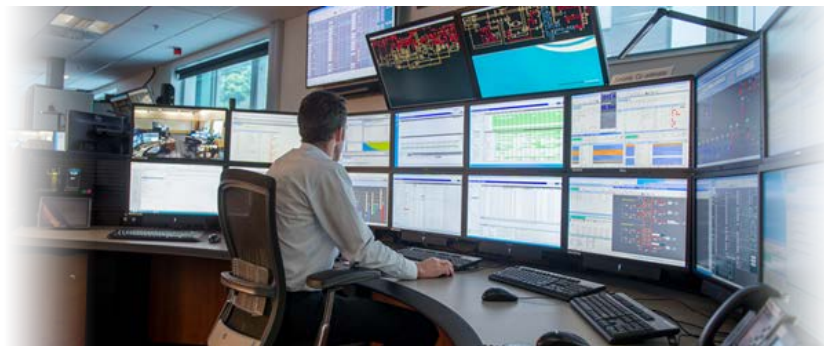


Daymark Managed Backup Services

Maintain Strategic Focus with Complete Backup Control

Backup administration is a difficult and time consuming task. Extensive IT expertise is needed and the demands of backup and recovery change constantly. Companies must often assign senior level staff to backup administration tasks removing them from their primary responsibilities. Daymark's Managed Backup Service turns our engineers into your remote backup administrators, freeing your staff to focus on strategic initiatives. Our team provides the expertise and management and you stay in complete control of your data.



Why Daymark?

- Our management and support service team offers your business years of relevant enterprise backup experience and can quickly diagnose problems and provide effective solutions.
- Daymark's comprehensive monitoring provides visibility as to what is happening in your environment. Our 24x7 Network Operations Center (NOC) ensures backup success and we will be there when you need us.
- Our expertise spans all phases of the backup operation from design to deployment and ongoing support.
- As objective IT specialists with more than 350 technical certifications, we have the expertise and skills to administer environments with technologies from leading vendors.

By partnering with Daymark, your organization is able to leverage the entire team of experienced backup managers who are up-to-date on the latest backup technologies, proficient at handling tough issues, and are ready to address your needs. Our proven methodology and tools guarantee agility, performance, and peace of mind that backups are complete, accessible and most importantly recoverable.

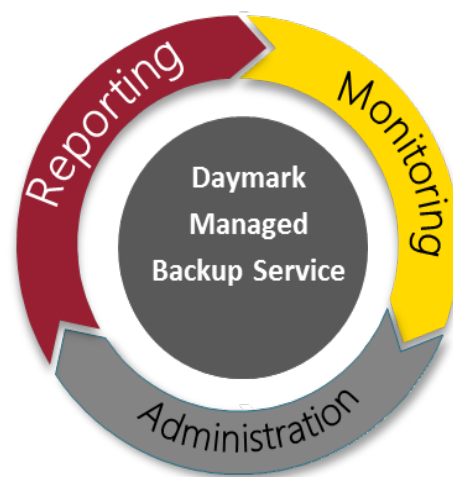
Service Components:

Backup Recovery Environment Administration & Management

- Service delivered remotely from Daymark's Network Operations Center (NOC)
- 24x7 enhanced incident management
 - Leveraging Daymark's NOC and professional services team
- Vendor call management
 - Manage full lifecycle of incidents on customer's behalf
 - Monitor and take appropriate action on service bulletins
- Configuration & change management
- Performance monitoring, management & tuning
- Capacity trending & forecast reporting
- Capacity planning to support budgeting & acquisition efforts
- Policy, schedule, retention creation
- Restorations

Daymark Service Account Management

- Set priorities and manages all aspects of service delivery
- Lead service status meetings & produce weekly status reports
- Training and knowledge transfer on the latest technologies
- Manages coverage through PTO, holidays and staff changes



We Handle the Management– You Stay in Control

Our team of experienced engineers, senior administrators, and backup operators have extensive experience designing backup solutions, troubleshooting issues, and supporting technologies from leading backup & recovery vendors. We serve as your remote backup administrators – monitoring the health and performance of your backup infrastructure; managing your backup policies, service requests, and day-to-day administration; handling incidents and executing restores; and ensuring your data is protected.

Contact us today:

Daymark Solutions, Inc.

18 Hartwell Ave.

Lexington, MA 02421

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