

DATIS[®]

Skills and Capabilities



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Software Products

Operating Systems & Management

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
HP	HP-UX		✓	✓	✓	✓
Microsoft	Windows Server 2008/2012	✓	✓	✓	✓	✓
	Active Directory	✓	✓	✓	✓	✓
	Windows Server Essentials	✓	✓	✓	✓	✓
	Windows Small Business Server	✓	✓	✓	✓	✓
	Systems Management Server	✓	✓	✓	✓	✓
	Server Clustering	✓	✓	✓	✓	✓
IBM	AIX (alle Versionen)	✓	✓	✓	✓	✓
RedHat	RedHat Enterprise Linux (RHEL)	✓	✓	✓	✓	✓
Ubuntu	Ubuntu Linux	✓	✓	✓	✓	✓
SUSE	SUSE Enterprise Linux Server	✓	✓	✓	✓	✓

Database

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
Microsoft	SQL 2008 R2 / 2012	✓	✓	✓	✓	✓
	SQL Clustering	✓	✓	✓	✓	✓
IBM (Business Partner der IBM) 	DB2	✓	✓	✓	✓	✓
	Informix	✓	✓	✓	✓	✓
	Clustering / High Availability Solutions	✓	✓	✓	✓	✓
Oracle 	Oracle RDBMS Standard / Enterprise	✓	✓	✓	✓	✓
	Clustering / High Availability Solutions	✓	✓	✓	✓	✓
	MySQL	✓	✓	✓	✓	✓
SAP	MaxDB	✓	✓	✓	✓	✓


End User Computing and Endpoint Security

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
Microsoft	Windows XP / 7 / 8	✓	✓	✓	✓	✓
	Terminal Services / RDS	✓	✓	✓	✓	✓
Citrix	Xen Desktop	✓	✓	✓	✓	✓
	Xen App (alle Versionen)	✓	✓	✓	✓	✓
	Access Gatewac/Netscaler	✓	✓	✓	✓	✓
VMware	Horizon View	✓	✓	✓	✓	✓
	Thin App	✓	✓	✓	✓	✓
McAfee	Virus Scan Enterprise, Antispyware Enterprise	✓	✓	✓	✓	✓
TrendMicro	Deep Security	✓	✓	✓	✓	✓
Veeam	Backup	✓	✓	✓	✓	✓
	Backup as a Service (BaaS)	✓	✓	✓	✓	✓

Unified Communications

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
Microsoft	Sharepoint Infrastructure	✓	✓	✓	✓	✓
	Microsoft Exchange	✓	✓	✓	✓	✓
	Lync full implementation inc voice	✓	✓	✓	✓	✓
	CRM	✓	✓	✓	✓	✓
Lotus	Domino / Notes / iNotes and Notes Traveller	✓	✓	✓	✓	✓
TeamViewer	TeamViewer	✓	✓	✓	✓	✓
OTRS	HelpDesk	✓	✓	✓	✓	✓
Siemens	HiPath 4000 telephone system (IP, hardware)		✓	✓		✓

Server Virtualisation

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
VMware	Vsphere\ESX\ESXi\Vcentre	✓	✓	✓	✓	✓
	Site Recovery Manager	✓	✓	✓	✓	✓
	VSphere Convertor	✓	✓	✓	✓	✓
	VMware Scripted Installations	✓	✓	✓	✓	✓
IBM	LPAR (System p)	✓	✓	✓	✓	✓
Citrix	XenServer Desktop	✓	✓	✓	✓	✓

Business Continuity / Compliance

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
Symantec	Backup Exec	✓	✓	✓	✓	✓
VMWare	Consolidated Backup	✓	✓	✓	✓	✓
IBM	Tivoli Storage Manager	✓	✓	✓	✓	✓
NetApp	SnapMirror	✓	✓	✓	✓	✓
	SnapManager (various products supported)	✓	✓	✓	✓	✓
	NetApp BaaS	✓	✓	✓	✓	✓

SAP


Manufacturer	Product	Solution				
		Presales	System-Design	Implementation	Migration	Support
SAP	HR		✓	✓	✓	✓
	ERP		✓	✓	✓	✓
	SAP Basis incl. Operating system and database	✓	✓	✓	✓	✓

EDI

Manufacturer	Product	Solution				
		Presales	System-Design	Implementation	Migration	Support
Seeburger	Business Integration Server (BIS)	✓	✓	✓	✓	✓
	Workflows and Converters	✓	✓	✓	✓	✓
	High availability solutions	✓	✓	✓	✓	✓
(various)	SFTP and other platforms for data interchange	✓	✓	✓	✓	✓
MCA	Unified Communications		✓	✓		✓


DATIS provides full support for EDI services including analysis, design, implementation, operation and monitoring (24/7) for high availability customer environments.

Other software solutions

Manufacturer	Product	Solution				
		Presales	System-Design	Implementation	Migration	Support
DATEV	DATEV		✓	✓		✓
Inflectra 	SpiraTeam	✓	✓	✓	✓	✓
(Source Code Mgmt., GPL)	CVS, CVSNT, TortoiseCVS	✓	✓	✓	✓	✓
	SVN, Tortoise SVN	✓	✓	✓	✓	✓
	Git, TortoiseGit	✓	✓	✓	✓	✓

Hardware Products

Hardware servers

Manufacturer	Product	Solution				
		Presales	System-Design	Operation	Migration	Support
	zSeries (x86)	✓	✓	✓	✓	✓
	pSeries	✓	✓	✓	✓	✓
	iSeries	✓	✓	✓	✓	✓
	Blade Center	✓	✓	✓	✓	✓
HP	Rack Server		✓	✓		✓
Dell	Rack Server	✓	✓	✓	✓	✓
	Blade Center	✓	✓	✓	✓	✓

Our hardware servers are supported on „mission critical“ contract by the suppliers and are monitored 24/7.

Storage / SAN

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
Dell	Equallogic	✓	✓	✓	✓	✓
	MDx000 Series	✓	✓	✓	✓	✓
NetApp	2xxx / 80xx	✓	✓	✓	✓	✓
Hitachi	AMS 500 / 2300	✓	✓	✓	✓	✓

Our storage products are supported for highest availability by our suppliers.


Network devices, network security and antispam/antivirus solutions

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
Cisco	ASA Appliances	✓	✓	✓	✓	✓
	Iron Port Email Security Appliance	✓	✓	✓	✓	✓
	Iron port Web Security Appliance	✓	✓	✓	✓	✓
	Catalyst Switches	✓	✓	✓	✓	✓
	PIX Appliances	✓	✓	✓	✓	✓
	Nexus Appliances	✓	✓	✓	✓	✓
Sophos	Unified Threat Management (UTM)	✓	✓	✓	✓	✓
Sonicwall	Firewall and Network Security Appliances	✓	✓	✓	✓	✓
RSA	SecurID Authentication Manager	✓	✓	✓	✓	✓
F5	BIG-IP	✓	✓	✓	✓	✓
Palo Alto	Next Generation Firewalls	✓	✓	✓	✓	✓
Kemp	LoadMaster	✓	✓	✓	✓	✓
SpamTitan Technologies	SpamTitan	✓	✓	✓	✓	✓

Operating a customer environment is either possible by using the existing network infrastructure of DATIS or by creating a dedicated customer infrastructure.

VPN access for site-to-site communications may be provided.

Datcenter Services

Manufacturer	Product	Solution				
		Presales	Design	Implementation	Migration	Support
	UPS		✓	✓		✓
	Racks and Cooling Products		✓	✓		✓
MAV	Emergency Power Supply		✓	✓		✓
autmatec	Power and cabling		✓	✓		✓

DATIS datacenters are designed, built and operated by ourselves. We closely work together with the manufacturers mentioned above for many years to insure quality and reliability. Our 4th and latest datacenter was built 2010.

Physical infrastructure (identical on both DATIS datacenter locations)

Power supply	Cooling	Fire protection	Physical security
Redundant high performance UPS	Direct rack cooling	Early-Fire-Detection	Physical access controls with different authentication methods
Emergency power supplies (diesel engines)	Free cooling units and water-compressor cooling units	Selective fire extinction	Permanently under supervision of an external security company.
		Avoidance of flammable materials	Redundant interconnection of sites (optic fibre and microwave link)
		Separation into fire areas	

Business Organisation

Service und Support

Incident Management	Business hours	Extended business hours	Weekend and national wide holidays	24/7
ServiceDesk 1st level	Mo-Fr 8am – 8pm	–	–	–
Ticket system (E-Mail / Web)	X	X	X	X
On standby administrators (2nd / 3rd Level)	X	X	X	X
Remote support of end devices	Mo-Fr 8am – 8pm	–	–	–
On premise support	Mo-Fr 8am – 8pm	–	–	–
Manual tasks (by operating staff)	X	Mo-Fr 5am – 10pm	–	–

Alternative support scenarios on demand.

Our servicedesk is designed for ITIL conformity.

Monitoring

Monitoring	Description	24/7
Hardware systems	Availability of systems	X
Virtual environments	Monitoring of state and performance of virtual systems depending on the virtualization system in use	X
Operating systems	Performance and usage of filesystems	X
Applications	Availability / individual monitoring (in cooperation with the customer or the manufacturer of the software)	X
Network LAN	LAN availability and usage(incl. network components)	X
Network WAN	WAN availability and usage	X
Databases	Availability and usage	X
EDI	Availability, workflow queues, individual incidents	X
Miscellaneous	Depending on scope and requirements	X

Monitoring notifications (events, warnings, errors) are forwarded 24/7 to our administrators in charge. Reaction depending on date / time, severity and service level.

Skills and Capabilities Matrix

ISO / IEC 27001:2013

DATIS datacenters are certified ISO / IEC 27001 since 2011.

Features of this IT-security standard include (among others):

- Risk assessment and risk management
- Definition of policies and processes
- Training of employees
- Continuous improvement measures
- Internal and external audits



Miscellaneous

Production and maintenance of an operation manual per customer including

- Standard operating procedures
- Incident Management
- Change Management
- Disaster Management

Customer meetings on a regular basis (e. g. 4 meetings a year)

Provision of workplaces for customers in case of disaster (from single rooms to a full floor).

Centralized purchasing of hardware and data center equipment available, including

- Datacenter hardware (systems and network components)
- Client computing and peripheral devices