

CMS Managed Services and Application Support

Powered by Datanational Corporation
www.CMSerp4u.com



Datanational Corporation, a CMS Managed Services Provider, has many years of experience hosting and managing CMS production and system backup environments as well as over 10 years of history interacting with and supporting the CMS ERP application environments, including EDI, eBusiness and MES solutions. We have earned a reputation for excellence in servicing mission-critical business application systems, including Epicor CMS. We have a strong long-term client base, willing to provide reference to our capabilities.

As an application services company, we are a projects-based team, not simply work oriented. We engage in a project, complete it to your satisfaction and go away until we are called back for another project. We can best be used as our clients' expandable IT staff for any projects that they are in need of assistance.

Due to our broad talent pool and great diversity in skill sets, we are able to deliver a range of projects, from smaller programming engagements to full-blown, multi-site CMS implementation services. We have resource talents ranging from Programmer/Analysts, Senior Programmer Analysts, Project Leaders, Project Managers, Project Implementers and Consultants, under the guidance of one of our Corporate Directors.

Since 1979, we have been providing creative and innovative IT solutions and specialized technical support services to businesses varying in size from small mom-and-pop shops in the early days, to multi-Billion Dollar global industry leaders, and everything in between. These years of experience providing IT solutions, coupled with many years of expertise with IT infrastructure and system support, enables us to provide you with reliable and cost-effective solutions to deliver systems, facilities and bandwidth on demand, along with 24/7 expert system management and application support.



Doing IT right, now and into the future!

CMS Solution Portfolio

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|---|------------------------------------|
| CMS in the Cloud | IBM Migrations and OS Support |
| Managed Services | CMS Version Upgrades |
| System and Data Protection | Legacy Data Hosting |
| System Recovery Strategy and DR Testing | Application Support and Consulting |
| Disk-to-Disk Backups and Recovery | EDI Support Services |
| Continuous Data Replication | CMS Implementation Services |
| High Availability Protection | Shop Floor and MES Integration |
| After Hours Management and Support | |





CMS in the Cloud

Security, high availability, reliability, flexibility, redundancy.

Each of these can be vitally important to any IT department and business user community today. Put them all together and you have a world class solution for your organization...

... But with the associated world class COSTS that may force you into cutting corners or making compromises at the expense of the user experience.

Our CMS in the Cloud offering provides all of these, at a per user monthly cost to fit just about any budget.

Datanational's CMS in the Cloud is a Managed Services solution delivered through our participation in the IBMPartnerWorld Program for Managed Service Providers (MSP). This program is comprised of an elite group of IBM Business Partners who have invested in the infrastructure and skills development to achieve the highest levels of market performance in providing managed services and solutions. This new solution bundles previously separate service areas for a complete, customizable management solution including system management, hosting, monitoring, disaster recovery, data protection, and more.

Why Cloud Computing?

You probably don't own your own airplane or keep a dedicated Fire Department on staff. So why own your entire ERP system infrastructure? You can simply sign up for your ERP Solution on a monthly subscription plan with expandability on demand. We do the rest!



Datanational's CMS in the Cloud offering is Managed System Services with a Stated Service Level Agreement backed by our obsessive dedication to customer satisfaction. It is a monthly subscription to a robust and reliable business system provided by a Services company armed with hard-core experts who manage and monitor your CMS ERP solution on a 24/7 basis. We deliver the solution to your company with excellence, and your company focuses on doing what it does best. This is simplicity at its finest!

We've migrated existing CMS customers previously on outdated in-house IBM hardware and OS, to our IBM POWER Systems implementations on newer, supported IBM hardware and new IBM OS versions. We provide IBM hardware and software resources, secure colocated space with cooling, security monitoring, conditioned power, UPS and backup generator protection, high speed secure VPN bandwidth for remote access and 24/7 Datanational system management, monitoring and application support resources. Once you are migrated to a hosted environment, you would be able to take advantage of the upgrade service for your CMS software to a new version, without being constrained by your outdated IBM hardware and IBM OS.

Our standard SLA setup also includes a state-of-the-art EVault (Carbonite Server) cross-platform disk backup solution that delivers secured, encrypted and compressed backups of your business data to hosted vaults in our data centers. This solution delivers a lower cost backup option than on site tape backups, and at the same time, it meets the audit requirements for off-site storage. For increased levels of system and data protection and system uptime, a High Availability (HA) solution delivers a fast ROI by reducing system maintenance downtime and getting your business back online quickly if disaster strikes. Our High Availability System Protection delivers the best of all worlds: robustness, reliability, and affordability.

Datanational can host your CMS implementation on our network of IBM System i equipment and deliver it to your organization securely, reliably and cost effectively. Our fiber optic backbone and multiple connectivity options will ensure your system is accessible wherever you need it. Our redundant power systems and high availability offerings will ensure it is there whenever you need it. And our staff of knowledgeable IBM, CMS and EDI specialists will help ensure your system is running in a way that makes sense for your organization.

CMS Managed Services Overview

Datanational Corporation has strategically invested in the business and IT infrastructure to deliver systems, facilities and bandwidth on demand. As a multi-platform services provider and systems integrator, Datanational has the knowledge and expertise to provide around-the-clock system management, monitoring, administration and data protection services for your mission critical Epicor CMS implementation.

We are an experienced IBM Business Partner and an official IBM Managed Service Provider, servicing thousands of users across the globe. We provide a broad range of offerings, including Private Secure Data Center hosting infrastructure, IBM i and x86 server hardware and SAN, bandwidth and application software know-how. This unique combination of skills delivers a wide range of high-value solutions to businesses, delivering a modern, simplified and cost effective IT resource management solution. Our solution portfolio provides the means to deliver increased uptime and system reliability while reducing the total cost of management and monitoring of these vital systems.

Our service delivers active and passive system monitoring and management on a 7x24x365 basis, both for on-premise systems and our hosted environments. We leverage High Availability and Remote to Disk backup solutions to provide superior up time to your CMS user community, leveraging robust system configurations and specialized services for 'Lights-Out' operation and highly reliable system delivery.

Our data center delivers increased uptime and system reliability while reducing your total cost of system management and monitoring. Our expert and dedicated managed services team works hard 24/7 to make sure you have maximum available time dedicated towards supporting your CMS ERP application and not worrying about your system infrastructure, hardware and OS management.



CMS System and Data Protection Overview

Data loss can become a disaster if you don't have a solid and proven backup and restore plan. Likewise, an extended system and CMS and EDI application outage due to an unexpected hardware or facility issue can quickly evolve into a potential crisis affecting your ability to deliver products or service to your customers.



Datanational Corporation offers a range of data and system protection solution options, from user end-point devices to back-end servers, designed to fit your specific constraints in terms of recovery point and recovery time objectives to keep your business on track.

Whether you are currently backing up your data to tape or have implemented a second backup system for data replication, or anything in between, Datanational offers a practical, economical and customer endorsed backup and recovery solution option for any of these scenarios that can prove to deliver a higher level of reliability, often at a lower cost.

In order to recommend the most suitable level of protection for your CMS system environment, all it takes is a few minutes of your time for us ask questions about your current system and data backup methods and objectives, as well as its alignment with your business continuity requirements.

Datanational's System Recovery and DR Testing Strategy

Datanational Corporation has established a new System Recovery offering which leverages the capabilities of our highly experienced staff, combined with robust and highly secured internet communications, to deliver a superior System Recovery service.

Datanational's System Recovery Services provide a highly customized IT Service to load and test a recovered system and establish remote connectivity across the internet for full blown testing of the recovery process, while your staff remain in control of day-to-day system operations at their existing locations. Datanational's experts will work remotely with your current IT Specialists to load, configure and test a recovered system at one of Datanational's high bandwidth recovery site facilities.

Once loaded and established, your users will sign on to the recovered test system from their own location for full system testing through your existing system test scripts. The loading and testing of this remote system is usually completed within one week, but can be extended an additional week without additional charges (to accommodate any unforeseen issues that arise during the system recovery testing procedures). This accommodating approach provides ample time to thoroughly test the recovered system and will provide your company with reassured confidence that a fully functional system will be provided if ever required.

A Service Level Agreement (SLA), which pertains to the operation of the recovered system after a Recovery Event has taken place, is included. We provide this SLA in our Recovery Services Contracts because your company should have a commitment as to the environment in which their system would operate should they ever need to run a Production System from one of our Recovery locations.

Disk-to-Disk Point in Time Backups and Recovery

Have you considered all of the complexities and constraints (i.e. costs) associated with the implementation of a tape backup process? Besides the obvious tape media expenses and device maintenance costs, which are really just the tip of an iceberg of your company's financial commitment to the unreliable, antiquated backup methodology, you also need to consider the following:

- Labor costs associated with cataloging the tape backups
- Labor costs associated with tape handling and storage
- Recurring costs for the off-site secured tape transportation service
- Recurring costs for off-site security facility storage and archival
- Labor and transportation costs involved with requests for backup tape delivery for file/system restores
- The cost of delays of tape delivery for restores, and/or expedite fees
- Maintenance costs for IBM i backup management and archival software

If you are not storing your backups offsite, then your state of data and system recoverability may be even worse than you think. Even if your current tape handling strategy includes all of the above steps, you may still be more exposed than you realize due to the inherent lack of reliability of tape media over time. Can you really count on your critical data being there and be able to be successfully restored?

EVault (Carbonite Backup) software is a proven and reliable disk-to-disk backup and recovery solution, stored in the Datanational secured cloud and available for on-demand restores within minutes for your CMS environment. Data is encrypted before and during the transmission to the Datanational vault, and remains encrypted in storage. Coupled with Datanational's CMS System Recovery which includes hardware allocation in our Disaster Recovery Center, this practical and affordable offering provides the following benefits:

- Recover your CMS system in 12-24 Hours
- Fully managed disk-to-disk backup and recovery solution
- Simple and fast data restore process
- Secondary data backup to alternate vault at a different site
- Opportunity for annual testing of your system recovery readiness
- Assisted remote DR testing is practical and makes sense in today's business environment



Continuous Data Replication Solution to Minimize Data Loss

While your existing CMS system and data backup process may be adequate to deliver a reasonable recovery time for your business users in case of an unexpected, prolonged system outage, have you consider the impact of a data loss between your backups? Will you be able to recreate the data in the system? How much transaction data simply cannot be recreated, or be regenerated in time for it to be reintroduced to your system processing?

If you are like many companies who perform backups nightly, you could be at a significant level of risk to lose close to a full business day's worth of system transactions, depending on the nature and the timing of the system failure. In other words, your Recovery Point can only be from your last backup, which could prove very costly.

As a hosted technology partner with Syncsort, Datanational offers a real-time data replication for IBM System i and CMS. With MIMIX DR, your system transactions are replicated to a backup system in our DR data center, nearly eliminating any potential data loss if you were to experience a hardware failure on your CMS production system.

Coupled with Datanational's CMS System Recovery which offers a System i (AS/400) hardware allocation in our Disaster Recovery Center, this practical and cost effective offering provides the following benefits:

- Recover your CMS system in 4-12 Hours
- Real-time data replication with MIMIX DR
- More affordable than a full failover HA system protection
- Opportunity for annual testing of your system recovery readiness
- Assisted remote DR testing is practical and makes sense in today's business environment

High Availability System and Data Protection for Fastest Recovery

How much CMS system downtime can you afford? If your answer is "as little as possible", then you should consider a hosted High Availability (HA) solution for your CMS implementation. This solution delivers superior system availability and business continuity. It is designed to mitigate the risk of downtime by implementing real-time replication and rapid fail-over capabilities of Syncsort's MIMIX Availability software on a dedicated target hardware resource in Datanational's DR data center.

An HA implementation provides near-zero data loss by replicating all of the transactions as they occur to the target server. If a system outage occurs, Datanational will perform a system rollover to the target system and your users will resume CMS system operations from the original point of failure. This solution also provides for geographic disaster recovery protection, by colocating the target system at Datanational's data center, away from your primary CMS system's physical location.

Datanational's highest level of system protection and MIMIX Availability deliver the best of all worlds:

- Robustness, reliability, and affordability in proven, award-winning iSeries HA solution.
- Fastest system recovery option
- Real-time replication
- Delivers minimal data loss
- Maximum level of system and data protection for System i

After Hours System Management and Support

What are the Challenges of 24/7 Support?

Business has gone global and many users are working at different times in the day. The expansion of business to the rest of the world has caused very time consuming jobs for IT departments not being able to cover every hour in a day. Many hours go by without systems being watched or listened to, leaving a system with important data at risk.

What happens to your company's system when a holiday and/or vacation are taking place?
Is someone on call or watching for any issues?

A large number of CMS companies typically operate on a 7x24x365 basis. These ERP systems are now global with many users from around the globe operating on them while others are away from work. These CMS systems need support around the clock to ensure continuous access to production data.

You need someone there on the spot (on duty) to start resolving your problem the minute that flag is raised. Whether the issue is small or large, someone needs to react. No reaction leads to bigger problems.

Datanational offers IBM OS/Hardware and CMS Application support around the clock and around the globe. Our expert North American based staff is on duty (not simply on call) at all times during the day or night. We deliver enterprise class service through a best in class support structure with a trained team of "First Responders" who are second to none. We live the commitment to keeping CMS ERP systems up and running 7x24x365.

Companies that manage and host data tend to leave out important pieces like backing up systems and watching their systems at all times. Many companies do have these services but do not manage them as well and often are unsure if they are working and utilizing their strategy correctly. These systems must be watched and listened to. There is too much valuable data lost when something comes up and can't be corrected until their day shift person gets back into work either the next day or next week.

The way our proven solution works is by using a multi-tier system, consisting of the front line responders, Level 2 troubleshooting and Level 3 escalation. This system is made of an expert team that relays messages across the three lines to solve the problems that may occur. At any time of the day (or night), you will find our team on duty, ready to react and solve the problem.



IBM i Migrations, Operating System Upgrades and Scheduled PTF Updates

As IBM is announcing hardware maintenance discontinuations and implementing support withdrawals for IBM i OS versions such as 7.1 and 7.2, you may want to consider Datanational's OS Upgrade and Support Services, to include hardware migration, if that is also in scope. This type of service typically includes a Datanational team member being boots on the ground to come out, uncrate the new system, rack the new hardware, and perform the OS and application migration to the new platform.



We also provide remote support and installation services, if that is your preference. One such offering is a periodic (quarterly) IBM OS update service to keep up with IBM Technology Releases (TRs) and PTF updates for you to receive the maximum benefit from your IBM subscription. Keeping close to up-to-date on your IBM OS updates will minimize the scope of future upgrade projects and also put you in a position to be able to take advantage of the latest and greatest CMS application versions and enhancements.

CMS Version Upgrades – Assistance with Testing

Epicor may have provided you with notification of an impending software maintenance increase for those remaining on the older version of CMS. As you consider upgrading to the new version of CMS, you may have some concerns about the compatibility of your customized objects or 3rd party application conflicts.

If you don't have internal system resources available to run separate partition for the testing of the new CMS version, Datanational can provide this service on a month-to-month contract option. We can assist with uplifting of your customized code and performing the necessary testing in a test environment to make sure everything will work as expected, without unexpected "surprises" on a Go Live day.

This engagement is usually a joint effort with Epicor Professional Services, where they perform a CMS application version upgrade on a Test partition, allowing you to test off line from your production environment. Once all of the testing has been completed, a live migration date will be scheduled where Epicor will then perform a CMS version upgrade on the live system on your production CMS database.

Cost-Effective Legacy Data Hosting

Datanational's Legacy Data Hosting service is a Secured Cloud based IBM System i (AS/400) offering that delivers a lower total cost compared to running old systems and data on premise on outdated and unsupported hardware. Our solution runs on the latest IBM System i hardware with full blown IBM Maintenance supported version of the IBM Operating System. Our solution is designed to help you successfully move forward into the future, without disruption to your operation.

CMS Application Support and Needs Analysis Consulting

With our many years of experience with the CMS application in various vertical implementations, we provide application support, development, implementation consulting and on-call break/fix assistance, even during the often critical period outside of regular business hours.

A number of CMS clients have engaged Datanational Corporation for the purpose of performing a Gap Analysis of their current Epicor CMS software implementation state, operating procedures and data accuracy. For most manufacturing implementations, the scope of the Gap and Needs Analysis focuses specifically on the areas of MRP accuracy, production planning and production scheduling, production and scrap reporting, inventory accuracy and general best practices, with the goal of improving their processes, optimizing the software implementation and delivering world-class business results.

Why would you have a need for this service? If you are like many of our CMS clients, you may have experienced one or several of the following conditions since your original software implementation:

- Changes in manufacturing processes
- Additions of new product lines with different requirements
- Shift from work order based production to repetitive, or vice versa
- Corporate acquisitions/divestitures
- Significant staff turnover/loss of “tribal knowledge”
- Desire to increase efficiencies and resource utilization
- New technology implementations and opportunities for automation and cross platforms systems integration
- Revisit the previous ERP implementation methodologies and realignment with the current/upcoming business priorities

In a typical engagement, Datanational will make a site visit to evaluate the current CMS system implementation with regards to the client’s business processes and procedures. During our site visit, Datanational will view the application systems, interview appropriate personnel, and evaluate the business application systems to determine what current business requirements are effectively being met by the CMS implementation and those areas that need improvement. The deliverable from this process will be a formal Gap Analysis Document describing the current CMS implementation areas reviewed, as well as a Gap Remediation document describing Datanational’s recommended actions in support of the project goals.



EDI Support and Monitoring Services

Datanational is a CMS Business Partner with a team of highly qualified EDI professionals on staff who are capable of supporting a wide variety of issues with your incoming and outgoing EDI transactions. We have in-depth knowledge of the TrustedLink software (iSeries TLI and Windows TLW editions), CMS Release Accounting interfaces and Trading Partner setup and maintenance process within CMS.

In addition to development, mapping and compliance with your trading partner requirements, our team can also perform routine checks on a daily/nightly basis to monitor your incoming/outgoing data so that no critical transaction errors go unseen.



CMS Implementation Services

Datanational’s CMS consulting and technical support team delivers various CMS implementation tasks and support activities, typically as a part of the broader Client cross-functional CMS Implementation team. Before a CMS implementation project is formally kicked off, we normally perform a Project Scope Definition and Gap Analysis phase of the project. Datanational business consultants, working along with the Customer Project Team, will conduct interviews of Business Process Owners in order to gain a more intimate understanding of how the current ERP System is implemented at the Customer site, in order to deliver to the goals of the implementation approach.

Ahead of the Go Live timeframe, a Readiness Assessment will be performed by the Project Team. A live data conversion will be performed over a selected weekend so as to minimize the disruption of business at the Customer site. Key members of the Datanational Project Team will be on-site at the Customer site to support users in the live environment. The Customer Project Team will gradually replace our on-site support strategy with a remote support strategy including Datanational 24/7 support for hotline type calls.

Our approach to CMS implementation projects is tailorable to meet with specific client requirements. Whether it’s a brand new business process implementation done from ground up using base CMS functions, or a same as-corporate flavor of a CMS implementation, or even a slam-dunk quick turnaround implementation due to acquisition or divestiture reasons, the Datanational team will leverage our many years of experience with ERP implementations in order to deliver a successful project.

Shop Floor and MES Integration with CMS

Datanational specializes in design, development, implementation and support of complete solutions for your shop floor. Solutions of this type require the skills to integrate the machines, tools and production report and alert systems with the communications equipment and ERP/MRP systems to inform and guide your shop floor staff. We have many years of experience and the know-how to successfully complete these projects on time and budget.



PlantTalk®:MES is an integrated Manufacturing Execution System from Datanational Corporation. It is designed to control and direct the operations at the shop floor level, assisting the shop personnel in getting their jobs done accurately and efficiently. The software can be installed as a tightly integrated solution, providing the framework to enable collaboration between your personnel, your shop floor equipment and your business systems. It is tightly integrated with CMS for the automotive sequencing requirements, production reporting, labeling and packing validation and shipment automation.



PlantTalk:Build module has been designed to assist the line operators with a single piece flow of commodities. This includes providing step-by-step work instructions at each applicable station, scanning and machine interfaces for part and component validation, work-in-process and finished good part labeling, as well as rack completion and shipment verification. This process allows for full lot traceability of all applicable parts and components to the finished good part.



PlantTalk:Pack is a comprehensive pack-off system that integrates with CMS for production reporting and container label printing. It supports the automated pack list printing based on standard packs. It also provides the validation of the unpack/repack process. Our system is scan-enabled to support packing of the parts into the final shipping containers to ensure that the correct part and quantity is being packed. The system provides the ability to allow containers to be configured as needed (by customer, by load) to ensure the flexibility of the container loading process, while still providing the full scan validation of the finished load.

Production Status Dashboards: The PlantTalk:Pack module also provides for dashboard representations of work centers and production lines, typically displayed on large screen monitors and key production personnel monitors. These views can be tailored to show color-coded status of production counts, work order usage, machine up/down status, including tailorable alerts for certain production conditions.



PlantTalk: Sequence is an integrated and comprehensive solution to the automotive sequencing requirements. Depending on the manufacturer, the sequencing requirement is referred to by many different names and acronyms, such as in-line vehicle sequencing (ILVS), sequential parts delivery (SPD), just-in-sequence (JIS), etc. The essence of automotive sequencing is for suppliers to deliver parts to the manufacturers just in time, and also in the proper build sequence, as requested by the customers.



As a services organization, we take great pride in our work, and count on our clients to refer us to other organizations who may benefit from our professional services. Our track record of success with our clients is based upon our obsessive commitment to customer care. We take our responsibility for their mission critical application systems very seriously and exercise great care in delivering our services.

Many of the greatest advantages of using Datanational are a direct result of our diversified, yet tightly interconnected, areas of focus. It is very common to have as many as two or three solution groups working with a single CMS customer over the course of several projects. Our clients place great value in our unique ability to not only deliver in one specific project area (such as CMS application support), but also to complement those services with, for example, PLC and machine integration services from another solution group.

We are not just a consulting firm who will assess the situation and then tell the customer what needs to be done, without actually doing it. We are always in the trenches, shoulder-to-shoulder with our customers, their IT personnel and their users. We become an integral part of their team.

We manage to the constraints established for the project. We are practical problem solvers. We make customer challenges our challenges. We simply care about our work, and our customers have repeatedly stated that we are a different kind of company because of it.



CARBONITE



EPICOR



Honeywell

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