

With 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 after hours period.

Datanational offers After Hours CMS Application Support around the clock, in conjunction with our 24/7 operations system monitoring service. Our expert staff is on duty (not simply on call) around the clock. Users from around the globe operating on systems no longer need to worry about waking up someone if there is a problem. Your applications at times may have some bugs that need to be fixed. In other cases your system may need emergency attention that only our expert staff can have up and running with minimal down time.

Our proven solution works by using a multi-tier system, consisting of front line responders, Level 2 troubleshooting and Level 3 escalation. This system is made of an expert team that relays message across three lines to solve 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.

The Datanational Advantage

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

Our proven project methodology has been highly successful in our past CMS projects. Our continuous exposure and hands-on approach with mission-critical projects has dictated the development and growth of our company. These factors have directly contributed to our position and attitude towards selfless dedication to our customers and our ability to maintain long-term relationships with them.

Datanational Corporation is an official IBM Managed Service Provider, servicing thousands of users across the globe. With our broad knowledge of Epicor CMS ERP and EDI software, we have earned a reputation for excellence in hosting Epicor CMS implementations and providing on site and remote system management and data protection solutions. We have a strong long-term client base, willing to provide reference to our capabilities and commitment to care for their systems.

