Mainframe Elimination

CDS knows that each customer is unique; however, we offer the following services in our standard package, as well as a variety of optional services.

Production Support Management: CDS monitors production jobs and tasks to ensure successful completion, rescheduling, report, tuning, maintenance and configuration of scheduling software.

Security Management: CDS maintains physical, facility, network and data security that meets or exceeds HIPAA requirements.

Availability Management: We ensure the availability of system resources, hardware, software and applications (including infrastructure), according to your service level agreement.

Batch Management: CDS plans for and controls the production of batch work including job schedules, execution of schedules, scheduling of resources and the processing of data and transactions.

Capacity Management: CDS develops and maintains tactical and strategic plans to verify that the data center environment accommodates your growth and changing business needs.

Configuration Management: We process hardware and software configuration changes and maintain inventory and diagrams of systems configurations.

Media Management: As part of our security standards CDS provides support, control and management for disk space and tape resources including naming standards, usage standards and proper storage of files.

Performance Management: CDS monitors, measures and analyzes to report our systems' performance.

Correction Management: We identify, record, track and correct issues affecting service delivery, perform root cause analysis and address procedural issues.

Quality Management: CDS creates or incorporates all supplied or needed documentation, procedures and standards using ISO9001:2008.

Recovery Management: CDS plans, establishes and tests infrastructure recovery procedures in the event of a failure.

Resource Utilization Management: CDS monitors and reports on utilization of processing resources per unit of work, identifies any violations or restrictions of resources by type or excess. The information obtained is then coordinated with Capacity and Performance Management to ensure that the costs for services are not attributable to poor performance or resource utilization abuse.

Software Management: CDS obtains and manages software licenses providing periodic audits to ensure compliance with licensing terms and expirations.

Facilities Management: CDS meets the standards and processes required for certification as a Tier IV facility. Our facilities management includes the protection of building construction, physical safety, power supply, fire, flooding, malicious attack and much more.

Personnel, Communications and Technical Support: CDS provides customer service to you via three channels: your self-service portal, access to our technology support center and your own advocate.

Training: CDS provides training on how to interact with and employ CDS data center resources to ensure the most productive impact for you.