



The Benefits of ERP Outsourcing

Improving System Performance and Leveraging Enterprise Applications

call (480) 315-3000, or visit us on the web at www.OneNeck.com

In today's business world, virtually every company uses an enterprise resource planning (ERP) system. While not yet a commodity, ERP systems have become a fundamental aspect of doing business. And in some industries, they represent the price of entry.

An ERP system isn't just a software application...it must be integrated as a high-level business solution. To help businesses succeed, outsourcing provides numerous benefits and can help position ERP systems to achieve overall company objectives.



*OneNeck Ranked No. 1
ERP Management Outsourcer
by the Black Book of Outsourcing
Two Years in a Row!*

BENEFITS OF OUTSOURCING YOUR ERP SYSTEM

- **Take Advantage of Economies of Scale** — Outsourcing companies leverage the cost to acquire talent across their entire customer base, which in turn lowers your costs. Furthermore, you gain the benefit of expertise whenever you need it and for even the smallest of projects. You maintain access to hard-to-find technical resources while avoiding the associated hiring, training and retention costs.
- **Minimize Total Cost of Ownership (TCO) of Your IT Environment** — It's generally less expensive to maintain and upgrade centralized systems and you only use the exact amount of resources required to maintain service levels.
- **Achieve Better Cash Flow Management** — While outsourcing your ERP system, you budget a predictable, consistent monthly fee for the life of the contract.
- **Attain Contractually Guaranteed Service Levels** — In-house IT departments don't have this type of check and balance vehicle to control critical enterprise system service levels. Outsourcers are motivated to maintain or exceed service levels.
- **Enhance Strategic Focus** — With your outsourcer managing the day-to-day IT maintenance, administration, and routine support of your system, your IT management team is free to concentrate on areas vital strategic initiatives.

- **Work with a Team of Specialists** — Your outsourcing team includes experts who do nothing but manage and optimize mission-critical, complex ERP environments. Working with all types of configurations on a full-time basis, not much surprises them.

BENEFITS OF ERP OUTSOURCING WITH ONENECK

To deliver measurable business benefits from an ERP system, OneNeck IT Services provides a comprehensive and flexible approach. Our suite of ERP outsourcing solutions specifically helps mid-market companies improve system performance and leverage enterprise applications. We develop long-term relationships with our customers, gain an in-depth knowledge of their business, and tackle customer problems as our own.

As the leading provider of ERP outsourcing services to mid-market enterprises, OneNeck provides:

- **A Broad Scope of Services at Mid-Market Prices** — OneNeck offers a wide range of services, such as application, database and network management; data center management; 24x7 customer support; application development; functional support; disaster recovery and desktop support; all under one roof. We create economies of skill and scale at a predictable monthly cost.
- **Tailored/Customized Solutions** — OneNeck takes a "one-to-one" versus a "one-to-many" outsourcing approach. With this customized methodology, we provide the "right-sized" solutions for every customer. As a result, we achieve greater visibility and control over our customers' IT environments.
- **The Capacity to Grow/Ability to Scale with Customers** — Our knowledgeable staff reacts quickly to change and can scale your operations as needed. With OneNeck, you'll always have access to highly skilled IT professionals on short notice...and these experts already know your environment.
- **An Easy-to-Engage Relationship** — With a proven methodology and track record, we resolve all issues quickly. We create specific points of contact for customer communications. In addition, we conduct regular management update meetings.
- **A Financially Stable Partner** — OneNeck has earned recognition as a top performer from customers and industry organizations alike. Our unmatched profitability record demonstrates that we know what we're doing and will be around for the long term.

...continued

CREATING PARTNERSHIPS WITH A PURPOSE

As the leading mid-market ERP outsourcer, Alliances are a critical component of OneNeck's market strategy. Therefore, we recognize the importance of securing partnerships that enable us to deliver end-to-end solutions for our customers. We make sure we actively participate with our customers' application vendors and user communities.

■ Application Alliances



■ Consulting Alliances



■ Technology Alliances



business partner



■ User Organization Memberships



■ Certifications

SAS 70 Type II Certified

"OneNeck provides valuable services to our company. They have sound experience and true commitment to their customers. Their flexibility and responsiveness allows us to meet the needs of our growing company. This partnership allows us to support the present and plan for the future."

THE VALUE OF A SINGLE-SOURCE PROVIDER

OneNeck built its business around accountability. Our diverse solutions and high-touch service strategy give our customers a single, trusted service provider to manage. This approach, along with our experience managing very distinct environments, easily differentiates us from other providers.

Accountability and service excellence creates a potent combination. That's why we currently support thousands of users worldwide with 100 percent of our customers as active references. Plus, as a mid-size outsourcer, we're less expensive than our larger competitors. Competing in this market has taught us to become very efficient without diminishing the quality of our services or sacrificing customer service.

Find out why all of our long-time, satisfied customers trust OneNeck to run their systems. Contact us today for an in-depth assessment of your ERP system requirements.

For more information contact:

OneNeck IT Services Corporation
5301 North Pima Road, Suite 100
Scottsdale, Arizona 85250 USA
Phone: +1-480-315-3000
Fax: +1-480-609-4308
info@oneneck.com
www.oneneck.com