



Customer Management Team

Creating Value through a Customer Intimacy Model

call (888) 272-3077, or visit us on the web at www.OneNeck.com

Customer value results from three generally recognized sources: operational excellence, product leadership and customer intimacy. Typically, businesses choose a primary focus from these value disciplines.

From inception, OneNeck developed a customer-focused business model. Customer Intimacy is, and will continue to be, the foundation of our culture and the governance for our operational practices. For each customer relationship, we concentrate on customer intimacy without compromising operational excellence.

To create the most value for our customers and successfully deliver a customer intimacy model, we develop a "Customer Management Team" to oversee each project. This team creates the right dynamics for a long-standing business partnership. OneNeck and its customers jointly address the full spectrum of operational, tactical and strategic information sharing. The level of frequent communication and participation in each other's business establishes the right environment for mutual success.



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

HOW THE CUSTOMER MANAGEMENT TEAM CREATES VALUE

- **Coordinating the Customer Relationship** — The Customer Management Team coordinates all elements of the customer relationship. They gather requirements, provide estimates of effort and execute all activities on the customer's behalf. Team members evaluate, plan and design solutions. Assuming several roles, team members perform program management, account management, customer operations management, consulting services and transition functions.
 - **A Single Point of Contact** — For every customer relationship, OneNeck identifies one "go-to" person within the organization. As OneNeck's internal customer advocate, customer managers are the single point of contact and escalate any customer concerns. This structure reduces opportunities for issues to fall through departmental cracks. It also creates a greater sensitivity to customer situations and requirements.
 - **Improved Planning** — With the planning function vital to any project's success, teams must consistently deploy best practices and methodologies. Our Customer Management Team organization allows us to regularly fine-tune skills, gather industry knowledge and share lessons learned.
 - **Depth of Expertise** — Each Customer Management Team consists of experts in a variety of technical and business disciplines. OneNeck maintains hard-to-find skills and expertise in-house. Our capabilities are substantiated through a proven track record and numerous, objective, third-party endorsements.
 - **Consistent Performance Criteria** — Customer Managers are not recognized for financial performance and do not have revenue quotas. Instead, their goal is to ensure exceptional service delivery. OneNeck measures its team members on the level of customer satisfaction.
- **A Matrix-Based Organization** — With a matrix organization, we can share resources across multiple customers and/or environments. This structure provides the economies of scale that internal IT organizations have difficulty deploying. OneNeck's Customer Management Team operates at the center of this organizational model and provides the project management capability that creates the expected customer value.

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ACCOUNTABILITY MAKES IT WORK

We've built our business around accountability. In fact, it's the core principle behind our name. With our diverse solutions and high-touch service strategy, our customers have a single, trusted service provider to support their complex and critical systems.

When we started our business in 1997, we realized our technical and business capabilities would not be enough to create maximum value for our customers. We knew a partnering philosophy had to be an important component of the total solution. Through our Customer Management Team concept, we developed a potent combination of accountability and service excellence that continually earns us strong customer advocates.

"I consider the collaborative nature of our relationship to be an excellent model for the type of partnership needed with key providers. Together, we are able to proactively identify opportunities, as well as respond quickly and constructively to issues that may arise."

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