



Desktop and Device Management Services

Reducing Complexity and Cost with Flexible Services

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

Maintaining and managing desktops and end user devices has become one of the most challenging and costly aspects of doing business today. Managing software version control across your enterprise, staying up-to-date with patches, and using best practices to lower your costs for desktop support present real business challenges.

To reduce the complexity of managing your desktops, OneNeck can provide support for the entire life cycle of your desktop and device management technology. Whether dealing with Voice over IP phone solutions, PDAs, Point of Sale registers, data collection devices, deployments, break-fix issues or service level agreements, our flexible model can be customized to your specific environment.

To improve service delivery, OneNeck focuses on three key areas:

1. A technology-enabled approach with centralized administration
2. State-of-the-art 24/7 help desk support
3. Highly trained customer service engineers on-site for local and remote support



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

COMBINING BEST PRACTICES TO ENHANCE SUPPORT SERVICES

OneNeck can architect a solution that focuses on the critical service delivery aspects of your organization. A customized solution includes measuring and evaluating metrics; specific skill set requirements; leveraging resources, whether on-site or remote; and queue management. Specific capabilities include:

- **Supporting Infrastructure —**
 - A global 24/7 support center uses multiple best practices such as remote control, software delivery and inventory management
 - Global service engineers operate from a call center or in an on-site support environment, providing a full range of support services
 - A team researches and tests solutions before deploying live
 - Technical and business support processes align with customers

- **Strategy Components —**

- Develop and define processes, procedures and metrics
- Third party contract management
- Service level agreements (SLAs)
- Inventory procurement, deployment and management
- Change management
- Configuration management

- **Competency Components —**

- Hardware and software life cycle management
- Software and image distribution
- Local and remote control desktop support
- Usage measurement and license administration
- Security and virus protection

- **Application Management —**

- Outlook in an Exchange environment (Outlook Web Mail (OWA) / Public Folders / Calendar)
- Application inventory
- Remote installations and patch deployment
- Antivirus management
- VPN and remote dial-in software
- Microsoft System Center Configuration Manager (SCCM)

- **Hardware Management —**

- Asset management
- Wireless devices
- PDAs – pagers – cell phones
- Point of sale (POS) registers
- Automated data collection (ADC) scanners
- Phones system management, including VoIP (Voice Over IP)

REAL BUSINESS-TRANSFORMING BENEFITS

OneNeck provides desktop support for customers locally and internationally from on-call technicians to weekly support, to a 24/7 support model to fit your organization's requirements. With OneNeck, you can:

- Reduce total cost of ownership (TCO)
- Improve SLA compliance
- Increase user productivity
- Streamline support

OneNeck engineers can be strategically located on-site in your environment, as well as off-site using remote tools to troubleshoot and diagnose problems over the phone. Our service engineers work closely with you to ensure issues are fixed and documented within established response times.