

# Outsourcing Services

*Boosting IT System Performance  
through Tailored Solutions*



call (480) 315-3000, or visit us on the web at [www.OneNeck.com](http://www.OneNeck.com)

Outsourcing ERP and other IT services has become a common practice for many businesses. In fact, according to an IDC Corporation study, a strong surge in demand for application management services is expected to grow the worldwide market at an overall compound annual growth rate (CAGR) of 9.2 percent and reach \$27.2 billion by 2009.

With OneNeck, each customer solution is uniquely designed to enhance the performance of existing IT systems while minimizing costs. Outsourcing allows businesses to benefit from high systems availability and 24/7 support. Customers can focus on strategic business goals versus managing their IT environments.



*OneNeck Ranked No. 1  
ERP Management Outsourcer  
by the Black Book of Outsourcing*

## COMPLETE MID-MARKET OUTSOURCING

OneNeck provides a comprehensive and flexible suite of ERP outsourcing solutions for mid-market companies. Instead of a "one-size-fits-all" model, we build our solutions around each customer's unique situation.

- **24/7 Support Center** — OneNeck's support center provides 24/7 user support, problem tracking and issue resolution for all Level 1 and Level 2 issues. These services include:
  - Call-logging, triage and call-management services
  - Establishing customer-specific call types
  - Establishing customer-defined escalation procedures
  - Monitoring and troubleshooting scheduled batch and cron jobs
  - Providing detailed, monthly call reports and analysis
  - Creating and modifying user IDs
  - Stopping runaway or hung processes (database, application specific, printer, UNIX, etc.).
  - Assisting callers with software navigation and use
- **Application Administration** — Our application administration team implements and maintains applications in a configuration optimized for each customer. These applications include user accounts, output devices, database interaction, batch jobs, patches and customizations. To ensure optimal system performance and availability, the

application administrators work closely with the database and operating system administrators to proactively monitor and tune each system.

- **Database Administration** — OneNeck's database administration services are designed for data availability and security. At the same time, we focus on maintaining data integrity and optimal system performance. Successful data backups, along with regular restore and recovery testing, are our highest priorities. Proactive and perpetual system monitoring and tuning ensures high availability of our customers' systems.
- **Operating Systems Administration** — We provide support for hardware, including workstations and enterprise servers. The operating systems supported include most flavors of UNIX, Wintel and O/S 400. Services include systems design, hardware installation, O/S upgrades and patch management, systems configuration, performance monitoring and tuning, security design and monitoring, and daily O/S administration.
- **WAN/LAN Management** — OneNeck's WAN and LAN administration services provide customers remote, enterprise-wide network monitoring and management. The real-time status of all critical nodes/segments is monitored at OneNeck's 24/7 support center. The services include network discovery and analysis, trouble reporting and resolution, trend and usage analysis and capacity planning, and network security management.
- **Desktop and Device Management** — OneNeck can provide support for the entire life cycle of your desktop technology. Whether dealing with deployments, break-fix issues or service level agreements, our flexible model can be customized to your specific environment. OneNeck engineers can be strategically located on-site or 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.
- **EDI and E-Commerce Transaction Administration** — We can provide outsourcing for the entire EDI business process and guarantee information delivery. Our services include the day-to-day EDI administration, error resolution and reprocessing, EDI and e-Commerce development and integration, and community management.

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- **Application Functional Support** — To maximize the productivity of users, OneNeck's application functional support provides full-time support and training services to customers. These services include diagnosing and resolving functional problems, acting as the customer liaison with software vendors for problem resolution, conducting functional training for customers' new employees, developing and managing training materials, and performing short-term projects at customer sites.
- **Application Development** — Application modification or customization is often necessary. Although it is always our advice to keep as close to packaged code as possible, OneNeck is highly skilled in application development and we design the solution to be as portable as possible to aid future migrations. The solutions can be personalizations, such as screen changes or new/modified reports; customizations, such as new sessions and functionality; or integration of 3rd party packages. Our skills range from needs assessment, design, code development and testing, to troubleshooting and issue resolution of other provider's code.
- **IT Security Administration** — Security Administration is an essential element of infrastructure management and requires a combination of proven security technologies, well-documented operational policies and expertise. The comprehensive set of Security Administration Services OneNeck provides includes internal system and application account management, patch management, virus control management, firewall configuration management, VPN configuration management, security assessments, security event response and forensics, external threat analysis, and intrusion detection system management.
- **High Availability / Disaster Recovery Solutions** — OneNeck's Disaster Recovery services assure our customers' data, networks and systems are protected and quickly recoverable upon the declaration of a disaster. The services can include redundant hardware, advanced networking architectures, customized backup and recovery solutions, data center options, and a skilled staff to execute the plan. Simulations and testing are used to verify readiness and fine-tune disaster recovery documentation. OneNeck can deliver solutions that range from helping your company develop a plan to providing a replicated hot site.

## WHY OUTSOURCE WITH ONENECK?

We allow you to focus on your strategic business goals. While our IT professionals concentrate on managing your IT environment, you can concentrate on your strategic initiatives.

We help you control and reduce costs. With information systems management becoming a larger percentage of a company's total operating costs, businesses are mandating cost containment and predictability. OneNeck's hosting agreements provide for guaranteed industry leading service levels at a fixed price.

We provide a return on your investment. Outsourcing allows businesses to boost the performance of existing IT systems. As a result, companies benefit from high systems availability and end-user support at levels that exceed in-house capabilities. It's almost impossible to get the level of expertise, staff redundancy and 24/7 support that OneNeck provides from an in-house IT staff.

*"We have been outsourcing with OneNeck for over six years. Throughout this time, they have always provided a stable, highly reliable environment. I seldom spend any of my time focusing on our ERP infrastructure. Rather, that time is spent delivering IT solutions to our users and customers."*

Finally, we incorporate flexibility in our solution. We don't believe in the "one size fits all" strategy of many ASPs or other outsourcing service providers. Each customer solution is uniquely designed to optimize their operating environment while minimizing costs.

Outsourcing requires a unique combination of experience, focus, technical resources and a commitment to customers. By partnering with OneNeck, your organization will receive a customer focused, proven and practical outsourcing solution tailored to your specific situation. We'll expertly maintain and optimize your ERP environment. And, we've got a solid track record and a host of endorsements to back us up.

### For more information contact:

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