



Remote Application Services

Providing Technical Talent &
Best Practices for Your Business

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

When it comes to remote application services for your dynamic business, you simply won't find a more knowledgeable or experienced provider. OneNeck IT Services provides comprehensive outsourcing management of enterprise application environments for thousands of users on six continents — from application administration for ERP to IT infrastructure services.

We pride ourselves on being the “single point of accountability” for our customers' environments. So, regardless of the application on which your system is powered, OneNeck provides customized, high quality remote application management.

Our application and database administration teams are located together at our Scottsdale, Arizona headquarters. Unlike independent or home-based consultants, OneNeck's experienced technicians work in an environment optimized to make use of all of the experts within our company. As a result, customers benefit from higher quality services, improved efficiency and overall better performance of your application. More importantly, these benefits translate into lower costs and zero headaches for you.



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

REMOTE APPLICATION SERVICES BUILT AROUND YOUR SYSTEM

- **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** — Operating system administrators provide support for server infrastructure and operating systems. Services should include systems design, hardware installation, upgrades and patch management, systems configuration, performance monitoring and tuning, security design and monitoring, and daily administration.
- **Network 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.
- **Security 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.

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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. If changes must be made, we design the solution to be as portable as possible to aid future migrations.
- **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.

BEST APPLICATION MANAGEMENT PRACTICES

OneNeck has been in the application management business since 1997. Over the years, we've documented a repository of best practices based on ITIL (IT Infrastructure Library) guidelines. Our senior-level system administrators use these best practices to ensure long-term support of a customer's system.

Furthermore, our system administrators fully understand that proper maintenance is the key to getting the most from your enterprise application. Since our outsourcing customers entrust us with their entire system infrastructure, our philosophy revolves around long-term maintenance of system components. Our expert technicians optimize the system to minimize ongoing support efforts. Using our best practice procedures, we're able to manage a system that is both supportable and upgradeable well into the future.

"Information technology is not our core competency. We are good at our business, and to help us become better at what we do, we chose to outsource with OneNeck IT Services. We performed an exhaustive search of outsourcing options – Hosting Companies; MSP's; and IT Staffing/Consulting companies – but none provided us with the complete application, database and data center outsourcing solutions OneNeck IT Services can provide."

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