



Transition & Project Services

*Delivering Solutions through People,
Processes & Technology*

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

OneNeck has fine-tuned an efficient and pragmatic approach to transition and project services. By administering a proprietary implementation methodology, we blend industry best practices with customer requirements to streamline customer transitions, application rollouts or upgrades.

This systematic approach, which reflects years of experience and expertise, ensures the balanced coordination of the three primary elements of any initiative: people, processes and technology. By leveraging these three elements, we significantly cut typical implementation schedules and optimize system performance.

OneNeck's highly skilled Project Management Office (PMO) team consists of experts in project management, infrastructure design, change management and knowledge management. At each critical stage of the implementation, the team provides customers with comprehensive plans, analyses, reports and recommendations. Our consultative services provide meaningful business solutions that respond quickly and reliably to changing IT environments.



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

DIVERSE PROJECT & TRANSITION SERVICES

- **Program and Project Management** — Any initiative requires crisp program and project management. Our operating guidelines are flexible enough to adapt to changing circumstances, but at the same time, provide rigor to the mechanical process of project management. At OneNeck, we understand that managing risk is always better than the risk of not managing the plan.
- **Solution Architecture** — OneNeck's significant experience designing technology solutions ranges from pure technical systems design to business process re-engineering and strategic IS planning. Our core knowledge has been built through implementing and supporting various ERP applications on a variety of databases and hardware platforms. We focus on understanding your business objectives first; then we create a solution designed to achieve those goals.
- **Application Selection** — OneNeck has a proven methodology for managing a successful selection process. First, we capture the motivating business requirements. Following a thorough needs assessment, we manage all relevant processes, including RFI, RFQ, selection and contract negotiation.
- **Systems Implementation** — A constant focus on the primary business objective is essential to avoiding scope creep. Our expertise in program and project management has consistently delivered results to our customers. Whether in a stand-alone mode or as an integrated solution, OneNeck can deliver the expected system performance.
- **Systems Integration** — OneNeck has successfully integrated many distinct application platforms. Throughout our history, we've provided innovative and seamless solutions for our customers. Whether it's a shipping system bolt-on, or a complete e-commerce enabling of your sales order processing, we have the skills and experience to ensure success. We use application integration tool sets that help us with bar-coding, EDI, supply chain management, warehouse management, financial analysis, data warehousing, customer relationship management, sales force automation, and shipping management.
- **Network Design and Implementation** — OneNeck manages global networks supporting thousands of users on a daily basis. This experience has made us a true expert in the design and implementation of any sized wide area network. From dedicated frame relays or burst-able managed IP, to highly robust VPN configurations, OneNeck's real world experience translates into customer success.

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- **EDI and e-Commerce Implementation** — OneNeck has implemented and managed a full range of EDI and e-Commerce solutions. Our experience includes EDI mappings, full EDI transaction outsourcing, and complete e-Commerce enabling of sales order processing.
- **Application Development** — Since application augmentation or customization is often necessary, OneNeck is highly skilled in the area of application development. If changes must be made, we always design the solution to be as portable as possible to aid future migrations. Our skills range from needs assessment, design, and code development, to troubleshooting and issue resolution of other provider's code.
- **Data Migration and Archiving** — Whether the project is part of a release migration, platform change, or even a full system replacement, OneNeck can provide the required solution. We're experienced in analyzing requirements, mapping data and field schemas, and migrating data.
- **Systems Performance Analysis and Improvement**— With unmatched technical competencies, we're able to quickly evaluate your overall infrastructure. Whether you're experiencing a business-impacting performance issue or need to make sure your environment accommodates future growth or pending initiatives, OneNeck can expertly manage your situation.
- **User Training** — OneNeck is committed to educating our customers and their user communities. To achieve this, we produce tailored knowledge transfer materials. Whether it's instructor led, CBT or even self-study materials, OneNeck's professionally trained staff and dedicated IT experts ensure that you always have access to the resources you need, when you need them.

A HIGH-TOUCH CUSTOMER STRATEGY

Since 1997, OneNeck has gained valuable experience from managing numerous, successful IT projects. We manage multiple production environments that run various types and versions of applications. These applications often use different databases installed on a wide range of OS platforms. With exposure to such diverse components, we're well positioned to optimize your system performance and right-size your environment to meet future scalability requirements.

Our goal for every customer relationship is to create IT operational efficiencies that enhance a business' competitive positioning. With OneNeck, our customers have a single, trusted service provider to support their complex and critical systems.

"OneNeck understands their customers' needs and focuses on building long-term partner relationships."

"The value for money and intimacy of relationship I get with OneNeck is superior to that which I have experienced from the larger industry players."

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