



Managed Hosting Solutions

*Improving the Efficiency and Availability
of Your IT Resources*

call (480) 315-3000, or visit us on the web at www.OneNeck.com

OneNeck understands businesses need a first-rate technology environment at a fixed monthly cost. Our Managed Hosting Solutions include the best certified experts in the industry, live 24/7 help desk support, tested and proven ITIL best practices in IT management and world-class technology. All of this wrapped in a high availability service level agreement that financially guarantees your satisfaction.



OneNeck Ranked No. 1
Mid-Tier Infrastructure Data Center
Management Provider by the
Black Book of Outsourcing

CONTROLLING COSTS WITHOUT COMPROMISING PERFORMANCE

Your company requires reliable IT systems for a variety of business operations: from back-end accounting programs to mission-critical applications like e-mail, to customer facing technologies like your Web site. With already-stretched IT budgets and limited IT resources, security and availability challenges of your existing systems often leave no room for exploring higher-value alternatives.

OneNeck addresses the typical IT concerns companies confront and provides a strategically sound, economical solution. Our Managed Hosting solution gives you a predictable monthly fee and is structured so you only pay for the services you need. You won't get dinged with any break/fix repair costs or hidden expenses and you'll have no 'middle of the night' IT surprises.

In addition to saving companies money, OneNeck's Managed Hosting provides meaningful business benefits, such as:

- **Reduced Complexity of IT Operations**
You won't have to staff experts in all the facets of technology affecting your business. OneNeck's team provides a wide range of certified and hard-to-find technical expertise.

- **Increased Scalability and Flexibility**
OneNeck's Managed Hosting allows you to optimize your current technology assets and IT resources. You can implement and modify infrastructure quickly without worrying about capacity constraints or setting up new systems.
- **Improved Focus on Your Core Business**
We leverage our data centers and technical experts to proactively manage and maintain your IT systems. As a result, you can concentrate on the strategic initiatives that better serve your company and its customers.
- **Protected Data and IT Environments**
OneNeck's Managed Hosting helps prevent losses because of poor performance or infrastructure failures. You experience the highest levels of availability and security possible.

SOLUTIONS TAILORED TO YOUR BUSINESS

Unless you own and operate your own climate-controlled state-of-the-art data center, it probably doesn't make sense for critical infrastructure and data to reside on-site at your business. Power outages, inadvertent human error, natural disasters, network security and facilities issues create a high risk situation for the equipment and programs that support your most critical assets.

With Managed Hosting, you can choose to leverage OneNeck's expertise in a modular way that best serves your situation. We manage and host your entire IT platform, or any component, in our Data Centers. OneNeck helps you fill any gap you may have in providing the full spectrum of needed IT services to your organization.

Managed Hosting solutions use either OneNeck or customer-provided equipment. Several add-on options are available to strengthen the environment including back-ups, VPN, WAN connectivity, ASP software licensing and NAS/SAN storage. With OneNeck's solution, you select the services and support you need to ensure your IT systems are safe, secure, compliant and supported.

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DELIVERING SERVICES TO BOOST IT OPERATIONS

Our solid experience, in-depth expertise and world-class data centers allow us to offer the following Managed Hosting services:

■ 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
- Implementing customer-defined escalation procedures
- Monitoring and troubleshooting jobs
- Providing detailed, monthly call reports and analysis
- Creating and modifying user IDs
- Stopping runaway or hung processes (database, application specific, printer, O/S, etc.).

■ Operating System Administration

OneNeck hardware support includes server infrastructure and operating systems. Services 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 provides 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.

■ End User Support

OneNeck can provide support for the entire lifecycle of your end user devices. Whether dealing with deployments, break-fix issues or service level agreements, our flexible model can be customized to the unique requirements of your environment. OneNeck provides desktop support for customers locally and internationally from on-call technicians to weekly support, to a 24/7 support model.

■ IT Security Administration

An essential element of infrastructure management, Security Administration requires proven security technologies, well-documented operational policies and expertise. OneNeck provides 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.

■ Virtual Private Server (VPS) Solution

With VPS, we're able to deliver resources, applications and servers when and where they're needed. You don't need to buy costly, individual servers. Instead, you'll access our infrastructure for capacity on demand. And, you don't have to worry about ramping up your IT operations to deploy new applications or respond to changing market conditions. OneNeck's VPS solutions create an efficient, dynamic IT environment for your company.

"We were looking to revamp our IT environment to achieve higher system availability for our customers and to expand our operations in new markets. OneNeck's ability to create a fully customized architecture that directly supports our business requirements made them an obvious choice when selecting an outsourcing provider."

Isaac Regenstreif
Vice President of IT
Regency Lighting

Our Managed Hosting solution removes the hassle of managing your own servers and services. We effectively become an extension of your company's IT department. With OneNeck, you can leverage the latest technology without having to worry about hardware or any of the headaches associated with maintaining computer systems. This means less overhead and a larger return on your IT investment.

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