

# Remote Application Management Services

Providing technical talent and best practices for your business

**When it comes to remote application management services for today's dynamic businesses, you simply won't find a more knowledgeable and experienced partner than OneNeck® IT Solutions.**

We provide comprehensive management of enterprise application environments for thousands of users on six continents — from application administration for ERP systems to IT infrastructure services.

We pride ourselves on being the single point of accountability for our customers' environments. So, regardless of the applications that power your system, OneNeck provides tailored, high-quality remote application management. And we stand behind everything we do.

Our application, database and infrastructure administration teams are located together within our facilities. Unlike decentralized or home-based consultants, our experienced technicians work collaboratively in an environment optimized to make use of each of the experts within our company. As a result, customers benefit from higher quality services, improved efficiency and overall better performance of their applications. More importantly, these benefits translate into lower costs and zero headaches.

## Remote Application Management Services Build Around Your System

OneNeck custom configures every engagement because every client is different, with different business models, different markets and different goals. Here is an overview of the services we can bring to bear to help your IT infrastructure become a competitive advantage for your organization.

- **24/7 support center**— OneNeck support center provides 24/7 user support, problem tracking and issue resolution for all Level 1 and Level 2 issues.

- **Application administration**— Our application administration team implements and maintains applications in a configuration optimized for each customer. Administration includes 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 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 include systems design, hardware installation, upgrades and patch management, systems configuration, performance monitoring and tuning, security design and monitoring and daily administration.



Our system administrators use best practices to ensure effective management of your enterprise applications. Using best practice procedures, we ensure systems are supportable and upgradeable well into the future.



- **Network management**— OneNeck network administration services provide customers, remote, enterprise-wide network monitoring and management. The real-time status of all critical nodes/segments is monitored at our 24/7 support center. The services include network discovery and analysis, trouble reporting and resolution, trend and usage analysis, capacity planning and network security management.
- **Device management**— OneNeck provides support for the entire life cycle of your server, storage, network, desktop technology and other remote devices. 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.
- **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 effective management of a customer's system.

Our system administrators fully understand that proper maintenance is the key to getting the most from your enterprise applications. Since many of our 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. Give us a call to discover how our Remote Application Management Services can get you closer to your employees, customers and success.

## About OneNeck® IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country. Visit [oneneck.com](http://oneneck.com).

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