

# The Benefits of an ERP Managed Hosting Provider

## Improving system performance and leveraging enterprise applications

In today's business world, virtually every company uses an enterprise resource planning (ERP) system. We have all seen ERP systems become a fundamental aspect of doing business. While in some industries ERP systems represent the price of entry, they are anything but a commodity.

An ERP system isn't just a software application. It is a platform upon which businesses are run. Like any mission-critical business asset, it's important to make sure your company is squeezing every ounce of value from your ERP system. For many companies, partnering with an outside ERP managed hosting provider, like OneNeck® IT Solutions, provides significant benefits and can ensure your ERP system does precisely what you need it to all day, everyday.

### Benefits of Partnering with an ERP Managed Hosting Provider

- **A team of specialists** — Working with an independent ERP partner gives you access to experts who do nothing but manage and optimize mission-critical, complex enterprise environments. They work with all types of configurations on a full-time basis, so not much surprises them.
- **Economies of scale** — An ERP service provider can leverage the cost of talent and technology across their entire customer base, which lowers your costs. More importantly, they provide a high-level of expertise whenever you need it, for even the smallest projects. You always have access to technical resources without the challenges and costs associated with hiring, training and retention.
- **Reduced total cost of ownership** — It's generally less expensive to maintain and upgrade centralized systems, and you only use the exact amount of resources required to maintain service levels.
- **Improved cash flow management** — With an independent ERP managed hosting provider, you get a predictable budget and a consistent monthly fee for the life of the contract.

- **Guaranteed service levels** — Unlike an in-house IT department that has to deal with a wide variety of challenges and projects, an independent partner is motivated to do one thing and one thing only — make sure your ERP system is running at 100% efficiency.
- **Enhanced strategic focus** — With a specialist managing the day-to-day IT maintenance, administration and routine support of your system, your IT management team is free to concentrate on vital strategic initiatives.

### Benefits of a OneNeck ERP Partnership

There's only one reason to implement an ERP system: to make your business run better. That requires a comprehensive and flexible approach to supporting your business. OneNeck develops long-term relationships with our customers, gains in-depth knowledge and tackles customer problems as our own. We then leverage our knowledge of your business to implement a tailored solution from our suite of ERP solutions. We are specifically focused on helping mid-market companies improve system performance and leverage enterprise applications.

As the leading independent provider of ERP solutions, OneNeck offers:

- **A broad scope of services** — OneNeck offers application, database and network management, data center management, 24/7 customer support, disaster recovery and desktop support all under one roof. You have access to all our skill, experience and expertise at a predictable monthly cost.



We provide a single point of accountability for ERP infrastructure. For many of our customers, we manage more than their ERP system and related software. In essence, we are part of their IT department and act as an extension of their business.



- **Tailored solutions** — OneNeck takes a one-to-one approach. With this configurable methodology, we provide the right solution for your business. As a result, we achieve greater visibility and control over your IT environments and have an extensive list of long-tenured, highly satisfied clients.
- **Flexibility and scalability** — There's one constant in business and that's change. Our staff is always on call and can scale your operations, as needed, as your business grows. With OneNeck, you'll always have immediate access to highly skilled IT professionals who already know your environment.
- **An easy-to-engage relationship** — We're all about accountability, and that means we're at your service 24 hours a day, 7 days a week. We create specific points of contact for every customer and even offer self-service portals for those things you'd rather do yourself. With a proven methodology and track record, we resolve all issues quickly and make it easy to add new services, as needed.
- **A financially stable partner** — OneNeck has earned recognition as a top performer from customers and industry organizations alike. And we're backed by Telephone and Data Systems, Inc., a Fortune 1000™ company, so we'll be around to serve you and your business for years to come.

### Services That Enhance Your Business Operations

OneNeck is the leading ERP managed hosting provider to midmarket companies. We support most major ERP applications including Microsoft Dynamics AX, SAP and Oracle E-Business Suite.

Our promise is to provide a single point of accountability for your ERP infrastructure. For many of our customers, we are the sole organization responsible for managing their entire enterprise application environment. We manage not only their ERP system and related software, but all applications that are deployed enterprise-wide, such as email, voice and the associated infrastructure. In essence, we become part of their IT department and act as an extension to their business.

We provide a variety of ERP solutions that deliver maximum value to our customers.

### The Value of a Single-Source Provider

OneNeck built its business around accountability. Our independent approach to diverse solutions and high-touch service give our customers a single, trusted service partner to manage their mission-critical IT infrastructure. This approach, along with our experience managing very distinct environments, easily differentiates us from other providers.

Accountability, technical excellence and superior service create a potent combination. That's why we currently support thousands of users worldwide – the majority of whom are active references. Plus, as a midsize, managed services provider, we're often more cost-effective and nimble than our larger competitors. Competing has taught us to become very efficient without diminishing the quality of our services or sacrificing customer care.

Find out why our long-time satisfied customers trust OneNeck to run and manage their ERP systems. Contact us today for an in-depth assessment of your ERP system support requirements.

### 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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