

Collaboration Managed Services

Aligning your teams and your technology for better communication and productivity

Today's work environment is seldom limited to a single location.

Enterprise computing and the Internet have removed barriers to global data access and communications, and as a result today's organizations are geographically dispersed, with workers telecommuting from around the corner or around the globe. Effective collaboration becomes more challenging as remote employees dial in, travel budgets continue to be cut, and information overload increases. OneNeck Managed Services can help you address the challenges of effective collaboration with a customized plan that makes the most of state-of-the-art collaboration tools so your team can work more effectively, no matter where they are.

According to a recent Gallup poll, 43% of the American workforce spend at least some time working remotely, and 31% spend between four and five days telecommuting. Telecommuting is estimated to save organizations \$11,000 per worker per year on average, not to mention the convenience and savings for employees and the positive impact on the ecosystem. Hiring remote workers also gives organizations access to a larger workforce, making it easier to hire personnel with the best credentials and skills.

At the same time, there are ongoing concerns about the impact of a remote workforce on productivity and team collaboration. For telecommuting to be effective, there has to be close collaboration with other members of the organization. Some companies are losing their competitive advantage because strategic decision-making is delayed by email exchanges. More organizations are demanding real-time collaboration to speed operations, and that means more real-time communications tools, as well as collaborative support tools such as file sharing and email.

OneNeck collaboration engineers are experts at developing and delivering collaborative infrastructures using the latest messaging, data sharing and unified communications platforms.

The Pillars of Collaboration

Implementing a successful corporate collaboration strategy requires you to facilitate information exchange and teamwork. Today's workplace has multiple collaborative channels, and

whatever approach you choose you need to align people and technology in a manner that fits the company culture.

Real-time communications – Business decisions have to be reached quickly and the best means to reach consensus in the moment is with a real-time conversation. Traditionally, that has meant a meeting or a conference call, but real-time communication goes beyond the telephone. Today's collaborative tools are Internet-driven, and can connect remote team members across the hall or across the country with voice over IP (VoIP), video conferencing, chat, interactive white boards, collaborative file sharing, and more. Unified communications, for example, allow users to choose the collaborative tool they need in the moment, using the voice, video, chat, screen sharing, file exchange and more interchangeably or simultaneously.

Collaborative tools – In addition to real-time collaboration, information has to be securely shared and archived. That means using email, shared data repositories and other tools to exchange data while maintaining secure access and version control. Depending on the nature of your business, you need to consider various collaborative tools for different applications. You also need to take into consideration special requirements such as maintaining a record of the collaborative exchange, restricting data access, and securely archiving data while making it accessible for regulatory compliance.

Data security – No matter what collaborative strategy you choose to adopt, data security has to be a primary concern. You need to authenticate users to make sure unwanted hackers aren't trying to access your business systems. You also want to be sure you secure both data in motion (i.e. in transit across telecommunications, network cables or wireless links) and data at rest (i.e. residing on servers or in data repositories, either on-premises or in the cloud). You also need to manage remote users' laptops and smartphones, including malware detection, authentication and software updates.





System extensibility – Any corporate communications system adds new users and removes users on an ongoing basis. How extensible is your collaborative platform? Can you easily add and remove users, including providing secure data access and authentication protocols? What about adding more data storage? As your business grows your collaboration platforms need to grow with it, whether by expanding your on-site enterprise infrastructure or incorporating additional cloud services.

OneNeck can handle all your collaboration management needs, whether it's managing on-site enterprise infrastructure or hosted resources. Our managed service professionals are experts at developing a comprehensive collaboration strategy and then deploying and managing the necessary tools. With OneNeck you also have the advantage of accessing ReliaCloud®, our hosted private cloud, which can host your collaborative applications in a secure hosted environment with zero downtime, backed by OneNeck's 100% Service Level Agreement (SLA).

Support for Multiple Collaborative Platforms

OneNeck also have expertise in deploying and managing the latest collaboration technologies. Our experts are trained and certified in the latest collaboration tools, including:

Cisco Unified Communications – Cisco has long been one of the leaders in enterprise computing and their unified communications platform is one of the most powerful and versatile available. Cisco Spark and Unified Communication Manager can be installed on premise or hosted in the cloud, offering comprehensive call controls, communications gateways, unified communications applications, and more. No matter what the size of your operation, we can scale unified communications to meet your needs. And with our extensive experience in IP convergence, OneNeck Managed Services is uniquely qualified to develop scalable, effective collaboration solutions that can grow with your business.

Microsoft Exchange – Microsoft Exchange is one of the most comprehensive and most popular enterprise email platforms. Our managed collaboration solution combines a deep technical expertise with a strong business focus to deliver Microsoft Exchange solutions that work for your business. OneNeck's managed Exchange platform improves employee collaboration and mobility with the latest email, contact, calendar, chat and content management tools. Whether you choose to deploy Exchange on- premises, as part of Office 365, or using OneNeck's ReliaCloud, we handle all the operations and maintenance.

Microsoft SharePoint – For true collaboration, you need to be able to share, access, and modify documents. OneNeck's SharePoint service provides a browser-based collaboration and document management platform that make it easy to share materials seamlessly and securely. SharePoint provides ready access to project materials from any PC or mobile device equipped with a web browser.

Microsoft Skype for Business – Skype has long been a popular platform for Internet communications and video conferencing. With Skype for Business you get a collaboration platform that provides calls, messaging, online meetings, screen sharing, and more, all in one app that integrates with Microsoft Office. With managed Microsoft Skype for Business from OneNeck, we assume full responsibility for proactively monitoring, managing, and supporting your environment.

Why OneNeck for Collaboration

With OneNeck's managed collaboration services you get more versatility and more peace of mind.

There are many reasons to rely on OneNeck for your collaboration needs. Here are just a few to consider:

Uptime SLAs – OneNeck prides itself on providing reliable services. Our uptime SLAs are backed by security, power, and redundancy requirements that not only meet but exceed expectations. All of OneNeck's managed services offer high performance and high-availability and are have financially backed SLAs.

Flexibility on demand – Our collaboration services are fully customizable, tailored to meet specific business needs today, and changing business needs tomorrow.

Frees up valuable in-house resources – In-house IT resources are expensive, and are best used for strategic projects. OneNeck Managed Services relieves your IT team from handling routine maintenance and troubleshooting, leaving them free to focus on mission-critical initiatives.

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.

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