

# Enterprise Application Management

## Maximizing enterprise application performance without adding resources

### Today's business environment demands reliable enterprise applications to power business processes.

However, as enterprise applications become increasingly interdependent and hosted applications merge with on-premises software platforms, maintaining and extending enterprise applications becomes more challenging and time consuming. Your IT department has better things to do than maintain enterprise applications. Instead, they should be focused on projects that really matter, that have a direct impact on the bottom line. Outsourcing enterprise application management to OneNeck will give you worry-free support of business-critical processes, freeing your IT team to focus on issues that have greater strategic importance.

With OneNeck you get customized, high-quality application management with a single point of accountability.

### The OneNeck Difference

Businesses are built on enterprise applications and ERP software systems, which makes planning, operation, and management of those systems critical to success. To get maximum value you need expert support to manage and maintain those applications. OneNeck keeps enterprise applications humming, delivering the data you need and powering business process that you rely on all day, every day.

OneNeck is a leading provider of enterprise application management, bringing a number of strategic advantages to every customer engagement:

**Breadth of services** – OneNeck brings diverse expertise to every customer engagement, including expertise in major ERP applications such as Microsoft Dynamics AX, SAP and Oracle E-Business Suite. You get outsourced expertise for all your enterprise applications for a predictable monthly expense.

**Customized solutions** – Every customer engagement is unique, and our “one-to-one” approach allows us to develop custom methodologies and unique solutions designed for your specific business needs.

**Versatility and scalability** – Change is constant, so our expert ERP team adapts to your changing needs. Our staff is on call to accommodate changes in operations and business processes, and to scale enterprise application environment as your business continues to grow.

**Available and accountable** – As our name implies, OneNeck is all about accountability. Every customer works with specific team members, and we offer self-service portals if you would rather do it yourself. However you choose to work with us, we are here 24 hours a day, seven days a week.

**We are here for long haul** – OneNeck has the financial stability to serve you today and into the future. Not only do we have a reputation as a top performer among our customers and industry organizations, we are backed by Telephone and Data Systems, Inc. (TDS) so you know we will be here to serve you for years to come.

### Collaboration Applications

Frictionless collaboration is a cornerstone for any successful organization, so ensuring the availability and functionality of your collaborative applications is paramount. OneNeck specializes in the continuous monitoring, managing and support of all your collaboration and communications tools. Our collaboration application managed services:

- Cisco Unified Communications (UC)
- Microsoft Exchange
- Microsoft SharePoint
- Microsoft Skype for Business

### Microsoft Dynamics AX

Many businesses rely on Microsoft Dynamics AX software as a primary ERP platform to run their business. Microsoft Dynamics AX provides the core functionality for financials, human resources and operations management, but it's only as valuable as the business processes it can support. To get maximum value from Dynamics AX, you need to customize it to meet your needs.

Partnering with a managed hosting provider like OneNeck removes the burden of customizing and managing your ERP environment, and ensures you have access to the application you need when you need it.

Whether you are running Microsoft Dynamic AX on-premises, in OneNeck's ReliaCloud®, Azure or a hybrid deployment, OneNeck is available, leveraging our extensive knowledge and expertise to ensure that your ERP environment is running at peak performance.

Our Microsoft Dynamics AX support includes:

- Microsoft Dynamics AX 2009,2012
- Dynamics365 for Finance and Operations





## Oracle E-Business Suite

Ideal for mid-sized businesses, Oracle E-Business Suite (EBS) offers a comprehensive set of integrated business applications designed to help your organization make better business decisions, reduce operating costs, and increase performance. While Oracle EBS is an affordable solution that offers the functionality and security your business needs, it can be challenging to implement and manage.

As an Oracle Gold Partner, OneNeck is a leader in Oracle EBS hosting and managed services. We can help you extract maximum value from your EBS deployment with comprehensive hosting, management and monitoring solutions, customized to your specific business needs.

## Oracle Business Intelligence

Oracle Business Intelligence Enterprise Edition (OBIEE) offers businesses a full range of business intelligence with visualization, collaboration and alerts. However, all that data is useless if you can't access it quickly in a form that offers insight about your business performance.

As part of our managed services, OneNeck will monitor and maintain your OBIEE application environment. Our job is to not only ensure OBIEE is functioning at peak performance, but to guarantee you have up-to-date information to make better-informed business decisions.

## SAP

OneNeck is an SAP-certified provider of hosting services. As SAP experts, we are able to provide tailored application hosting and management solutions for SAP Business Suite and SAP Business Warehouse that match your unique business, industry and regulatory requirements. As part of our SAP management services, we provide on-site, hosted, or remote monitoring and management. We can take the load of managing your SAP environment off your shoulders while guaranteeing application availability and performance.

## Why OneNeck for Enterprise Application Management

OneNeck offers comprehensive enterprise application management services. We have the expertise to handle remote ERP systems management and analytics, either hosted on your cloud or ours. There are many reasons to rely on OneNeck for your hosted application 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 financially backed SLAs.

**Flexibility on demand** – Our security and compliance 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 application management 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.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. TDS provides wireless; cable and wireline broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide through its businesses U.S. Cellular, TDS Telecom, OneNeck IT Solutions LLC, and TDS Broadband Service LLC. Visit [tdsinc.com](http://tdsinc.com).