

# Hosted Application Management

Improve system performance and leverage enterprise applications

**It's been said that great companies focus their energies on areas of strategic differentiation and surround themselves with best-in-class partners to run other aspects of their businesses as effectively and efficiently as possible.**

Many industry-leading companies choose OneNeck® IT Solutions to deliver a single point of accountability for their entire hosted applications environment. This includes their Enterprise Resource Planning (ERP) systems and related software, and all applications deployed enterprise-wide, including email, collaboration, reporting and business intelligence systems.

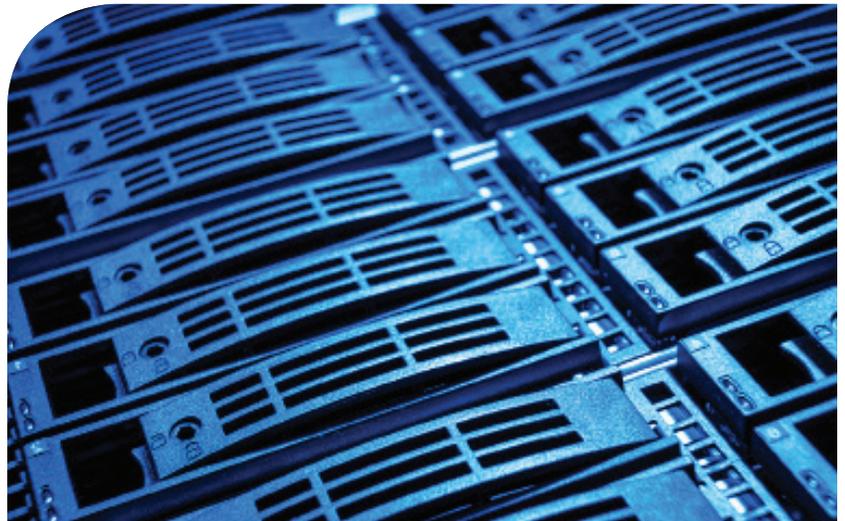
OneNeck designs total IT solutions, one customer at a time. Every solution is tailored to the specific needs of the customer, regardless of the ERP application on which the IT environment is running. Our application-independent services model is yet another striking difference that separates us from other IT service providers.

## Delivering Maximum Value to Your Application Environment

OneNeck customers trust us to deliver a variety of services. In essence, we become a part of their IT department and an extension of their business. These services include:

- **Enterprise Application Management**— We maintain applications and optimize them to meet each customer's specific needs. We support user accounts, output devices, database interaction, batch jobs, patches and customizations. Our application administrators work closely with the database and operating system administrators to monitor and tune each system for optimal performance and availability.
- **Database Management**— Our enterprise database management services ensure both data availability and security. We focus on maintaining data integrity and optimal system performance while performing data backups and regular restore and recovery testing. We manage all major databases including Oracle, SQL Server and DB2.

- **Foundation Application Services**— We lay the groundwork for the deployment, integration, security and scalability of collaboration and communication within an organization. Bridging the gap between infrastructure management and enterprise application management, these services include the administration of active directory, messaging and collaboration applications.
- **Operating System Management**— We provide support for all operating systems. Our services include systems design, upgrades and patch management, systems configuration, performance monitoring and tuning, security design and monitoring and daily administration.
- **ReliaCloud®**— OneNeck's industrial-strength cloud computing platform is designed for your most demanding applications. Specifically created for high-availability, scalable performance and comprehensive security, ReliaCloud is architected and integrated with enterprise-class technology from Cisco, EMC and VMware.
- **Virtual Private Servers (VPS)**— With our VPS solution, we eliminate the dated "one server, one application" model. VPS has the privacy of a separate physical computer and can be configured to run as a server computer with server software.



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- **Server Management**— Our server management ensures high-quality delivery of services to end users. We monitor systems 24/7 to detect exceptional conditions and take necessary actions to prevent slowdowns, service interruptions or outages. We troubleshoot and resolve issues quickly to ensure your systems are at peak performance.
- **Disaster Recovery**— We ensure customers' data, networks and systems are protected and quickly recoverable in the event of a disaster. Available services can include redundant hardware, data replication, advanced networking architectures, customized backup and recovery solutions, data center options and skilled staff to execute your plan.
- **Managed Backup**— We leverage industry-leading enterprise backup solutions and products to provide a cost-effective alternative to dedicated backup. This solution includes data loss prevention and archiving, off-site tapes, on-site disk-based data deduplication and backup management.
- **Managed Storage**— Our managed storage platform uses a variety of storage devices to accommodate different requirements. This includes high-performance Storage Area Network (SAN), high-capacity SAN and Network Attached Storage (NAS).
- **Network Monitoring and Management**— We provide remote, enterprise-wide network oversight. We monitor the real-time status of all critical nodes/segments at our 24/7 support center. Our services include network discovery and analysis, trouble reporting and resolution, trend usage analysis, capacity planning and network security management.
- **Global Data Center and Colocation Services**— We offer an alternative to investing in your own data center and operations facilities. You determine whether to own your hardware, use our hardware or combination of the two.
- **24/7 Support Center**— Our support center never sleeps. We document problem tracking and issue resolution for all Level 1 and Level 2 issues, providing monthly call reports and analysis. From the implementation of customer-defined escalation procedures to stopping runaway processes, you can count on our vigilance 24/7.

## Supporting Top Tier ERP Applications

As a leading provider of hosted application management services, OneNeck provides support for top tier ERP applications including:

- **Infor LN (Baan)**— We are one of the largest Infor hosting and managed services firms in the world. Providing services to thousands worldwide, our concentration of Baan talent in North America is second only to Infor itself.
- **Microsoft Dynamics AX**— We were one of the first independent IT solutions providers in North America to offer complete, end-to-end hosting services for Microsoft's Dynamics AX ERP application. We manage one of the largest Dynamics AX environments in the U.S. today with a talented group of Dynamics AX experts.
- **Oracle**— As a Gold-Certified Oracle Hosting Service Provider, we are well qualified to support all Oracle ERP products, including PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World and Oracle E-Business Suite.

We support other industry-leading ERP applications such as: SAP, PeopleSoft, Lawson and several Microsoft Business Solutions products, including Dynamics CRM, Exchange, SharePoint and Navision.

## 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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