

Managed Services

Your infrastructure. Our expertise.

Technology is seen as a key driver of innovation and efficiency. Today's CIOs are no longer solely responsible for the management of IT, but now for supporting business growth by reducing costs, increasing efficiencies and driving innovation, all in effort to build a strategic advantage. Let managed services from OneNeck® IT Solutions remove the burden of monitoring and managing your IT infrastructure.

OneNeck offers turnkey, full-service IT managed services solution that includes the best certified experts in the industry, live 24/7 help desk support, tested and proven ITIL best practices and world-class technology. All of this is wrapped in a high availability service level agreement that financially guarantees satisfaction.

Controlling Costs Without Compromising Performance

From back-end accounting programs to mission-critical applications, such as email, and customer facing technologies, like a website, every company requires reliable IT systems for a variety of business operations. With already stretched IT budgets and limited IT resources, security and availability challenges of existing systems often leave no room for exploring higher-value alternatives.

OneNeck addresses the typical IT concerns confronting companies and provides a strategically sound, economical solution. Our managed services solutions provide a predictable monthly fee and are structured so you only pay for the services you need. You won't get dinged with any break/fix repair costs or hidden expenses and you'll never have "middle of the night" IT surprises.

The Benefits of Letting Go

Managed services from OneNeck give you a wide-range of benefits designed to free you from the necessary – but time consuming – chores of monitoring and managing your IT infrastructure. They include:

- **Reduced risk** — Reduce your outages by increasing coverage and creating proactive maintenance. OneNeck 24/7 staffing and centralized NOC gives you increased levels of support and reliability without additional staff.

- **Reduced complexity of IT operations** — You won't have to hire experts in all the facets of technology affecting your business. The OneNeck team already has a wide-range of certified and hard-to-find technical expertise.
- **Improved focus on your core business** — We leverage our technical experts and monitoring tools to proactively manage and maintain your IT systems. As a result, you can concentrate on the strategic initiatives that better serve your company and customers.
- **Comprehensive geographic coverage** — Get complete coverage of your IT infrastructure wherever it's located. Whether it's your headquarters, a branch office or a server in a third party data center, as long as there is Internet connectivity available, we can monitor and maintain that location.
- **Access to the latest technology** — You can enjoy the benefits of our enterprise class monitoring tools without the cost of purchasing and operating them.
- **Predictable costs** — Take the guesswork out of budgeting. Turn reactive problem solving and increasing expenses into a well-defined service with an established cost.
- **Flexible coverage plans** — The OneNeck platform allows monitoring of any part of your IT infrastructure. Have us monitor and manage as much, or as little, of your infrastructure as you like.
- **Professional services expertise** — Full range of professional IT services including assessments, design and implementation and consulting services to help you complete your projects on time.



OneNeck's managed services solution includes the best certified experts in the industry, live 24/7 help desk support, tested and proven ITIL best practices and world-class technology – all wrapped in a guaranteed service level agreement.



A Managed Services Success Story

A OneNeck customer with nationwide operations was receiving numerous outage notifications from their clients. Frequent technical incidents were causing service outages of critical web and database servers. With limited staff, monitoring of important hardware and software only occurred during normal business hours, if then.

After-hours maintenance activities across multiple time zones meant critical software patches weren't always installed on time, frequently causing these outages. Resolving the outages, while trying to maintain daily activities, resulted in significant overtime and increased labor costs.

Through OneNeck's managed services, the customer was able to convert the monitoring of their critical business systems and care for their day-to-day management. OneNeck then began providing ongoing service, remotely, on a 24/7 basis.

Through active monitoring and standard support processes, the number of incidents was significantly reduced, resulting in lower IT costs. The customer's internal IT staff was able to redirect attention to strategic initiatives and focus on core business objectives with peace-of-mind.

If you want to improve your IT efficiency and get a better night's sleep, contact OneNeck and ask about managed services.

Managed Services at a Glance

Network Management	Monitoring and managing network components such as firewalls, routers, switches and load balancers
System Management	Monitoring and managing physical and virtual OS servers, email systems, web and database application servers
Supported Technologies	Most business critical applications, operating systems, hypervisors and networking infrastructure.
Purchase Options	Choose service offerings that fit your needs and complement hosted or cloud offerings
Facilities	Managing infrastructure on your premises, in a OneNeck data center or at third party providers
Network Operations Center (NOC)	Regionally located within the U.S. Staffed 24/7 for continuous Level 1 – Level 3 support. Standard escalation services are available
SLA	100% uptime <i>*Depends on the deployment architecture. No less than 99.9% SLA, up to 100% for qualifying architectures.</i>

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.

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