

Medium Enterprise Energy & Utilities Company

Introduction

This case study of a medium enterprise energy & utility company is based on a June 2022 survey of OneNeck customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“We chose OneNeck because of their responsiveness to and ownership of technical issues, as well as their dedicated support team.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Oneneck:

- When considering OneNeck as their Microsoft CSP:
 - Helping you discover which M365 plan was right for your business: important
 - M365 consulting and roadmap development: important
 - M365 Migrations: not Important
 - M365 tenant set-up and management: very Important
 - User provisioning and administration (moves/add/changes): very Important
 - Escalation management and reporting: very Important
 - 24x7 expert-to-expert support for priority 1 and 2 incidents: very Important
 - Broad portfolio of complimentary multi-cloud solutions and services: moderately Important

Use Case

The key features and functionalities of OneNeck that the surveyed company uses:

- They choose OneNeck as their Microsoft CSP because:
 - Value-add services beyond just Microsoft
 - Expert Microsoft knowledge and expertise
 - Negative experience with another provider
 - Being flexible in order to meet your needs
 - Responsiveness/Acting quickly

Results

The surveyed company achieved the following results with OneNeck:

- Collaboration/communication applications (conferencing, chat, etc.)
- Enabling teamwork in remote/hybrid work environments
- Simplifying vendors by moving more apps to a single provider

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium Enterprise

Industry:
Energy & Utilities

About Oneneck

OneNeck IT Solutions LLC, a wholly-owned subsidiary of TDS, Inc., employs 450 people throughout the U.S. The company offers multi-cloud solutions, combined with managed services, professional IT services, hardware, and local connectivity via top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon, and Wisconsin. OneNeck's team of technology professionals deliver secure, modern platforms and applications for organizations embracing data-driven transformation and secure end-to-end solutions.

Learn More:

[OneNeck](#)