

Medium Enterprise Financial Services Company

Introduction

This case study of a medium enterprise financial services 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.

“OneNeck was able to clearly explain the Microsoft licensing process and answering detailed questions of the various licensing levels and features of the M365 platform.”

“We are also able to leverage OneNeck’s expertise via their Customer Portal which allows us to submit incident tickets (very rare) or answer questions.”

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: very Important
 - M365 consulting and roadmap development: important
 - M365 Migrations: very Important
 - M365 tenant set-up and management: very Important
 - User provisioning and administration (moves/add/changes): important
 - Escalation management and reporting: 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
 - Responsiveness/Acting quickly
 - Ease of doing business

Results

The surveyed company achieved the following results with OneNeck:

- Modern productivity applications (documents/file sharing, cloud storage, etc.)
- Collaboration/communication applications (conferencing, chat, etc.)
- Support user mobility
- Enabling teamwork in remote/hybrid work environments
- Secure access/identity management
- Process automation
- 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:
Financial Services

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](#)