



# Managed Service Operations

## Full-Service Onestream Management for Finance Leaders and Accounting Teams

Take your OneStream investment to new heights with Ascend Partners' Managed Service Operations (MSO). As the most trusted OneStream Diamond partner, our team of dedicated experts will optimize your platform, streamline financial processes, and provide ongoing support, freeing up resources so you can focus on your business goals.

Ready to supercharge your workflow? With Ascend Partners' MSO offering, you enjoy access to Ascend Partners' unparalleled expertise in OneStream and finance on a flexible contract, delivering the exceptional service you deserve.

**Providing end-to-end care for your entire OneStream stack including:**

- ▶ End-user support
- ▶ Financial close task processing
- ▶ Application stability and performance optimization
- ▶ Training
- ▶ Enhancements, infrastructure support and maintenance

Proudly managing OneStream operations for



# Maximize the power of your OneStream Intelligent Platform with right-sized support from the most trusted Diamond partner.

## HOW IT WORKS

### Flexible Engagements

Choose the length of your term from six months to multiple years.

### Hybrid Pricing

Fixed and variable hybrid pricing allows you to foresee and control your costs.

### Pre-Paid Consulting Time

Dedicated MSO hours are set aside specifically for you to ensure OneStream experts are available to meet your needs.

### Responsive Service

Service hours are tailored towards your needs (e.g., extended hours based on your production support calendar).

### Two-Way Communication

A dedicated communication channel will be assigned to provide ready access to our OneStream Support Specialists and formalized escalations to subject matter experts.

### Dedicated Support

Be matched with an Ascend Partners OneStream Support Specialist to be an extension of your team.

- ▶ Develop predefined OneStream period close processes that align with your business
- ▶ Accounting literacy (currency translations, equity eliminations, intercompany recon, etc.)
- ▶ Access to the broader Ascend team, who are ranked among the most experienced and acclaimed OneStream specialists in the world

## WHY OUTSOURCE YOUR ONESTREAM ADMIN

### Optimized Financial Close and Reporting Processes

With Ascend Partners' Managed Service Operations, you can streamline your financial close and reporting processes within OneStream. Our team will work closely with you to identify bottlenecks, automate tasks, and implement best practices, enabling you to achieve faster and more accurate financial close cycles.

### Enhanced Security and Compliance

Safeguarding your sensitive financial data and maintaining compliance is crucial. Ascend Partners' Managed Service Operations offers robust security measures and helps you stay compliant with regulatory requirements. We ensure data encryption, access controls, and comprehensive audit trails, providing you with peace of mind.

### Proactive Support and Change Management

Managing changes and upgrades in your OneStream environment can be complex. With Ascend, you can rely on proactive support and expert change management. We handle upgrades, patches, and troubleshooting, allowing you to focus on your strategic initiatives and minimizing any disruptions to your operations.

### Optimization, Automation, and Performance

Ascend Partners' Managed Service Operations goes beyond basic maintenance. We continuously optimize your OneStream platform, automate manual processes, and enhance performance. Our goal is to unleash the full potential of OneStream, enabling you to make data-driven decisions with confidence.

## Why choose Ascend Partners

Ascend Partners is a leading provider of bespoke EPM solutions, and the most trusted OneStream Diamond Partner. We serve sophisticated global corporations seeking to enhance and futureproof their financial systems for their next stage of growth. From our dual headquarters in Toronto, ON, and Philadelphia, PA, Ascend brings a decade of experience to the table, having successfully crafted and implemented over 80 OneStream frameworks for a growing portfolio of top-tier clients across many verticals.