Ascend

# Managed Service Operations

## Full-service Onestream management for finance leaders and accounting teams

Experience unparalleled financial agility and unlock the potential of your OneStream investment with expert support from Ascend's Managed Service Operations (MSO).

With MSO, your organization gains ongoing access to our deeply experienced team of finance and technical professionals, delivering comprehensive care for your entire OneStream stack on a flexible, scalable contract. We support your finance teams when and where you need it—whether through day-to-day admin, training and support, or additional development and enhancements. Our white-glove service offering means your OneStream ecosystem and workflows remain optimized for peak performance, empowering your organization to focus on strategic initiatives and make confident, data-driven decisions.

ASCEND.PARTNERS/MANAGED-SERVICE-OPERATIONS

**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

## Trusted by finance teams across all verticals

AGNICO EAGLE · BARRICK · FIRST CAPITAL · GILDAN · AMICA SENIOR LIFESTYLES · JELD-WEN · Teck · Sheridan Nurseries

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onestream DIAMOND Partner

# Maximize the power of your OneStream ecosystem 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 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

## BENEFITS

### 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.

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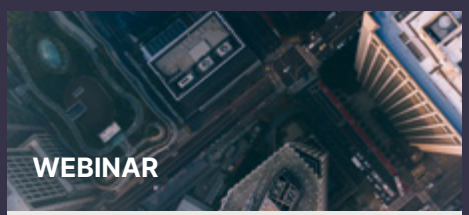
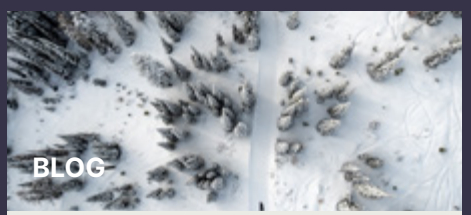
# Related resources

**Learn more about Ascend MSO**




## Navigating OneStream administration and strategies for success




## Ascend Now Offering OneStream Managed Service Operations

## Navigating OneStream Administration and Strategies for Success: Insights From the Webinar

# Speak to our experts

**Your journey to optimized financial management begins here.**

SCHEDULE A CONSULTATION

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