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## Introduction

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RCMT IT Solutions is a global provider of Custom Software, Infrastructure Technology and Managed Solutions. Offering extensive consulting expertise and professional mastery of the latest technologies, RCMT IT Solutions delivers powerful business solutions that help companies get and stay ahead.



At RCMT IT Solutions, we design and implement innovative technology solutions for organizations of all sizes, including small startups with just a few key partners, to enterprise-level corporations with 30,000+ employees. With a strong focus on clients in the Aviation, Distribution, and Supply Chain Management segments, we help management teams increase productivity and enhance their service offerings through the implementation of powerful new technologies and custom solutions.

## Our Services

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### Managed Solutions

- IT Outsourcing
- Data Center Operations
- Network Support

### Application Development Solutions

- Custom Software Solutions
- E-Commerce and Website Implementations
- Enterprise Application Integration
- B2B Technology Implementations
- Business Analysis, Quality Assurance, and Documentation

### Infrastructure Solutions

- Capacity Planning
- Disaster Recovery
- Network Architecture

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## Managed Solutions

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### IT Outsourcing

RCMT IT Solutions offers flexible outsourcing solutions that are customized to meet the current needs and future goals of the business.

#### **Available outsourcing services include:**

- Full IT Organization
- IT Management
- Data Center Management and Operations
- Applications Development
- Technical Support
- Network Infrastructure and Help Desk

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## Application Development Solutions

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Each year, businesses spend millions of dollars on technology to support their daily operations. We believe that the design, development, deployment and support of these business applications are critical to the success of the organization. Our full range of application development solutions are customized to the needs of the business and are designed to help make your core business applications more efficient and effective.

The IT Solutions Group at RCMT specializes in Business Analysis and Documentation, B2B Technology, Custom Software Solutions, e-Commerce and Website Development, and Enterprise Application Integration. Our in-house application development solutions support many core business applications, including:

- Aviation Services
- Aviation Training
- Manufacturing
- Outdoor Advertising
- Procurement
- Supply Chain Management

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## Application Development Solutions (cont.)

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### Custom Software Solutions

RCMT IT Solutions is an industry leader in customized software solutions. We work closely with IT departments and business owners to deliver high quality solutions that meet specific business requirements. Our solutions are implemented on a variety of platforms, including PHP, .NET, and Java on Linux, IBM i5, and Microsoft platforms.

Why choose custom solutions for your business? “Out of the box” applications and software solutions are designed to meet the common needs of many businesses. In today’s complex and highly competitive market, companies often end up customizing these standard applications to support their specific processes and needs. Customizing packaged software can be quite costly, and it can be expensive to support future upgrades as well.



With our custom software solutions, you can utilize customized applications that are specifically designed for your business and that maintain the integrity of your current business processes. This helps save on future modifications and makes it easier to maintain in-house software solutions.

### Benefits of our custom software solutions:

- **Software adaptability** - software adapts to the business with a solution that preserves and enhances key existing processes.
- **Focused spending** - Focus business spending on the areas that are most important to you, rather than paying for features that aren’t as critical.
- **Competitive advantage** – Gain a competitive edge with customized solutions that enable faster response to new business and market demands.
- **Flexible integration** – Our custom solutions can often be built on existing infrastructure and applications environments.
- **Flexible implementation** – Clients have full control over implementation and deployment and future upgrades, without having to adhere to vendor or community dictated changes.
- **Lower total cost of ownership** - There are no licensing fees or royalty fees involved. Pay only for the cost to develop, implement, and support the solution.

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## Application Development Solutions (cont.)

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### **E-Commerce and Website Implementations**

We offer e-Commerce and Website Development services including creative design, usability, database, and shopping-cart solutions. Implementations include applications using PHP, .NET, and Java on Linux, IBM i5, and Microsoft platforms. We have also implemented RPG-ILE based websites for those customers with heavy investments in the IBM i5/OS platform.

### **Enterprise Application Integration**

RCMT migrates and integrates data with 3<sup>rd</sup> party ERP, CRM, and custom legacy systems, utilizing structured techniques and API's to minimize the impact of product upgrades. We have also provided tight integration solutions with SAP, JD Edwards, PeopleSoft, PKMS, and SalesLogix and others.

### **Business-to-Business Technology Implementations**

We offer robust B2B solutions utilizing Web Services, EDI, and traditional FTP batch processes, in both standard and custom implementations. Through expert business analysis and custom software solutions, we provide full cycle implementations from analysis & design, to testing and deployment. Examples of our B2B Solutions include:

- Purchase Order and Invoice Workflow
- Ariba Punch Out and other e-Catalog/e-Procurement solutions
- Sales Tax, Address Validation, and Search Engine Web Services for E-Commerce sites
- Custom Real-Time Web Services

### **Business Analysis, Quality Assurance, and Documentation**

We provide analysis and documentation services for all IT related areas of an organization. Our team of system analysts and technical writers work closely with clients to fully understand the business, developing custom documentation and services that are best aligned with the organizational goals. Our Business Analysis, Quality Assurance & Documentation Services include:

- Business and System Processes
- Policies and Procedures
- Technical & Design Specifications
- Test and Implementation Plans
- Training and User Manuals

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## Infrastructure Solutions

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RCMT's Infrastructure Solutions allow customers to focus on their core business, without having to worry about upgrades or staying ahead of technology. Our Infrastructure Solutions include desktop management and support, complex security strategy, high availability / business continuity planning and implementation, and call center design and operation.

### Capacity Planning

RCMT IT Solutions identifies immediate and future capacity requirements through the review and monitoring of application, network, database, and computer system loads and trends.

- Through **Performance Analysis**, RCMT can provide the data and information needed to effectively plan the implementation of new networked applications and system upgrades.
- RCMT conducts **Infrastructure Assessments** to establish a baseline of the network and systems environment. During the assessment, RCMT reviews infrastructure components including PC's, servers, mail systems, patches, backups, domain topology, LAN's, WAN's, Internet connectivity and security.
- The primary deliverable of this assessment is an **Action Plan** detailing the steps and associated costs required to stabilize and secure the environment. Recommendations for new and upgraded infrastructure components are made in consideration of anticipated growth rates, user requirements and any potential cost savings measures.



### Data Center Operations

RCMT IT Solutions offers complete Data Center Operations Services, including Operations Management, Disaster Recovery, System Maintenance, System Upgrades and Help Desk Services.

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## **Infrastructure Solutions (cont.)**

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### **Disaster Recovery**

We are experienced in full disaster recovery initiatives, and can engage at any of following levels:

- Business impact analysis and creation of full DR plan
- Management of all aspects of a DR project to ensure project objectives and timelines are met
- Data Center build outs, including network infrastructure and servers
- Implementation of replication solutions
- Building switch scripts & taking an active role in switch tests as required

### **Network Architecture and Engineering**

We specialize in new network design and integration of existing multi-vendor networks, building the network infrastructures and business systems needed to run your organization efficiently and effectively. By utilizing multiple network platforms and environments, we can ensure minimal interruptions to client operations.

Our network architecture and engineering services include the design, installation, upgrade, and full administration of your computer network and implementation of all business applications.

Our experience has covered all sizes and types of networks and projects, including:

- Virtual Server Consolidation, new implementations, administration and best practices
- Mail, Web Servers, Database Servers, & Internet Access
- Local-area networks (LANS)/wide-area networks (WANS)
- Firewalls and Virtual Private Networks (VPNS)
- Performance Monitoring and Network Security

## **Infrastructure Solutions (cont.)**

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### **Network Support**

RCMT IT Solutions manages all IT infrastructure functions, including:

- Mergers and acquisitions
- Desktop / Laptop Upgrades and Builds
- Router / Switch Upgrades
- Office Moves
- Project Management
- Cutovers (Telecom Carrier's System and Software)
- Mail System Upgrades, Migrations and Mergers
- Physical server conversions to a virtual infrastructure such as VMWare
- Active Directory Upgrades and Consolidations
- LAN administration
- Server software upgrades
- Helpdesk
- WAN administration
- Security administration
- Server Backup and Recovery
- Full HA Planning and Implementation

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Are you looking for a trusted partner for your business IT needs? For more information on how the RCMT's IT Solutions Group can help with Customized IT Solutions and Management Services, please visit us at [RCMT.com](http://RCMT.com).

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