

Certifications

MDOT Certified as Minority Business Enterprise Certification #01-131
Maryland Small Business Reserve Certification #:SB04-62
Member Maryland Non-Profit Organization

Corporate Overview

RCI provides technical and training support services for state and local agencies, corporate, and non-profit organizations. Realistic Computing, Inc. offers a range of services and maintenance contracts designed to satisfy current and next-generation technology. RCI’s core business is providing qualified and experienced staff aligned with cost effective maintenance contracts to support organizations in their implementation of Information Technology services. RCI is a qualified and experienced technology support company with a proven ability to improve and stabilize information technology service and support, increase business operations efficiency, and enhance productivity. We train our staff on the latest technologies and provide mirrored and test environments for integrating new technologies, and ensure the customer understands and is well versed on all services and support we provide.

Core Competencies

- Information Technology – Complete IT solutions
- Network Support Management - Desktop Operating Systems; Development, Web servers, Databases
- Enterprise Services
- Systems/Network Assessment and Support – Upgrades, Migrations, Technical Assessments
- Help Desk services – rcihelpdesk.com
- Telecom – Cabling, Wiring
- Installations and Configurations – Networks: WAN and LAN, Security Cameras, Wireless Access Points
- Emergency Preparedness
- Training
- Support Services Contracts
- Sales

NAIC Codes

SIC	NAICS	Description
7371	541511	Computer Programming Services
7372	811212	Computer Maintenance and Repair
7379	541519	Computer Related Services, N.E.C.
7373	541512	Information management computer systems
5045	423430	Computer sales
7376	541513	Facilities management- computer systems or data processing

Experience Summary

Clients	Project Services
<p>Mayor’s Office of IT- Baltimore City Contract Term: 2004 – Present Contact Name: <i>Dee Zarnowski</i> Email: Dee.Zarnowski@baltimorecity.gov Phone #:: (410) 396-4156</p>	<ul style="list-style-type: none"> • Maintain servers (2003) and desktops • Anti-virus and Anti-Spyware solutions • Network assessment, standards, stabilization, and monitoring • Knowledge transfer – Train staff as needed • Technical upgrades and enhancements • Emerging technology • Overall technical advisor
<p>University of Maryland, Baltimore Contract term: 2005- Present Contact Name: Jerry Neil E-mail: JNeil@af.umaryland.edu Phone #: 410-706-7305</p>	<ul style="list-style-type: none"> • Automated Anti-Virus Solution • Fault Tolerance integration • Standardization on equipment and procedures • Server 2003 support and maintenance • Optimize client-server applications • Emergency Preparedness and Disaster Recovery • On-site technical and administrative support for four departments of 150 users in three different locations • System Administration • Monitor logs with focus on security and intruder detection • Online Helpdesk • Staff Augmentation • Technical Training
<p>JCM Contract term: 2006 – Present Contact Name: Sylvia Matthews Email: smatthews@jcmcontrols.net Phonet #: 410-453-6790</p>	<ul style="list-style-type: none"> • Desktop and server 2003 technical support services • On site and remote technical support • Network Support Management • Anti-virus, anti-spyware and anti-spam solutions • System Administration, planning and analysis • Provide onsite and remote technical service • Provide training as required • Perform all patch, upgrades, and bug fixes • Sales • Technical Support Services Contract
<p>Community Assistance Network Contract Term: 2006 – Present Contact Name: Anthony Coffield Email: acoffield@canconnects.org Phone #: 410-285-4674 x117</p>	<ul style="list-style-type: none"> • Complete IT solutions • Maintain over 50 desktop computers in 6 locations • Maintain servers (2003) and desktops • Anti-virus and Anti-Spyware solutions • Telecom – Cabling and wiring • System updates, Patches • Network management • Training (A+ Certification) • Helpdesk • Sales

Contact Info

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