A service company that delivers IT!

www.rcfinfo.com

RCF Information Systems, Inc.

We are a small business, employee-owned corporation

Big enough

…to tackle diverse user needs, while remaining unencumbered with bureaucracy

…yet still with a personal touch

…that clients expect of a small, dynamic company, yet yielding transformational results

What we do—and do well

- Strategic Planning
- Enterprise Architecture
- Cyber Security
- Risk Management Framework
- Network Administration
- System Integration
- Configuration Management
- Help Desk Operations
- Hardware & Software Maintenance
- Application Development & Administration
- Database Development & Administration
- CAD Drawing & Multimedia Network
- Video Teleconference (VTC) Design, Set-up, & Ops
- IT Inventory (ADPE) & Unit SW License (USLM)

We are 125 strong!

RCF IT pros support AF & Army customers across the contiguous U.S., as well as Alaska, Great Britain, and Japan

- Defense Logistics Agency (DLA)
- Army (multiple installations)
- Air Force Material Command (AFMC)
- Air Force Research Laboratory (AFRL)
- Air Force Institute of Technology (AFIT)
- Aeronautical Systems Center (ASC)
- Standard System Group (SSG) & Air Force Network Operating Center (AFNOC)

RCF services a user base of 10,000+ (CONUS & OCONUS)

GSA Schedule 70 Contract: 47QTCA18D0098

IT Professional Services (SIN 132-51):

D301	D302	D306	D307
D308	D310	D311	D316

NAICS:

541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services

DUNS – 023755291 **CAGE Code – 7V819**

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4200 Colonel Glenn Highway
Suite 100, Glenn Tech Center
Beavercreek, OH 45431

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We pilot server ops

- Deploy—routinely--both physical and virtual server architectures
- On a 24/7 basis, we maintain, troubleshoot, and upgrade
  - Storage Area Networks
  - Wide Area Networks
  - Local Area Networks
  - Clouds & Cloud Hybrids

RCF administers 525+ servers and 3500+ terabytes of storage

We deliver user friendly apps

- On a life-cycle basis, we
  - Design
  - Configure
  - Modify
  - Test
  - Maintain
  - Operate
  - Rehost
  - Administer IT equip & software inventories via database apps

RCF has written/maintains 1.5M+ lines of code & tracks 29.7K+ ADPE items

We use a Help Desk (HD) service model

- Five (5) HDs currently
- On-site IT services for 6,000+ users
- Single point of contact for multi-tiered IT services support
- Problem resolution for, but not limited to:
  - PCs (NIPR/SIPR, DREN, Standalone)
  - Laptops
  - Printers
  - Networks
  - Peripherals
  - Servers
  - WiFi

Over 48,700 tickets annually--resolved at 98% or better closure rate

A team of highly skilled professionals – all company owners

Help Desk Techs ♦ System Administrators ♦ Database Administrators ♦ Coders
Network Experts ♦ VTC Designers & Operators ♦ Inventory Custodians

RCF technicians average nearly two (2) COMPTIA certs per person