



Overview

As a company adapts to evolving business needs, its infrastructure must have the capabilities to support new applications to effectively and securely complete tasks. Whether your company is looking to improve service levels and boost organizational agility or help achieve cost savings and enhanced security with integrated solutions for server and identity management, RCM's consultants will work with your team to design, build and maintain a solution that optimizes your core infrastructure. By delivering precise core infrastructure solutions that best fit your organization, we'll solve your unique core infrastructure challenges, boost efficiency and maximize productivity in a way that keeps you connected.

To ensure your organization's productivity, client responsiveness and collaboration is never threatened by downtime or antiquated

“The migration from Novell to Exchange was one of the best projects I've ever been involved in. The RCM team was accurate, timely, professional and knowledgeable. The migration was almost seamless to the end user and that is a true testament to the team RCM put on our project.”

~ Cheryl Mallard, Vice President of Technology Solutions

Michigan First Credit Union

systems, our services are designed to help you take advantage of the power of Microsoft infrastructure platforms.

Solution Expertise

- Messaging Solutions
- Network/System Security
- Network Management Solutions
- Identity and Messaging Migrations
- Server Design/Consolidation
- Server Virtualization

Microsoft
GOLD CERTIFIED
Partner

RCM Technologies®

Enterprise Business Solutions

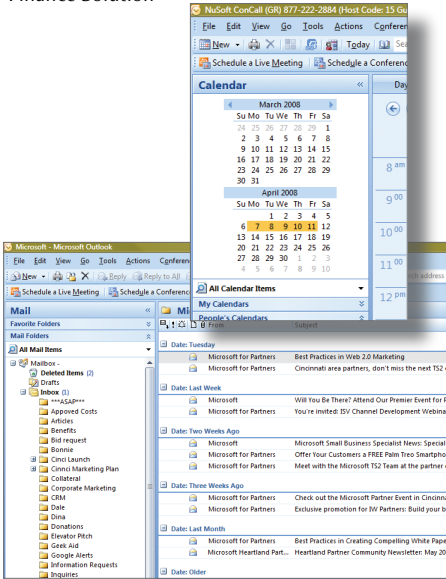
Specializing in business solutions that revolutionize the way your company operates, RCM Technologies Enterprise Business Solutions is a recognized top-tier Microsoft National System Integrator and an expert in business solution implementations, project management and training services.

RCM's solutions are custom tailored to your needs and deliver measurable improvements in the areas most critical to your Company's success. Our powerful project management tools streamline and coordinate project-based initiatives across your organization, and our highly skilled consultants and technicians augment and enhance your team's skills.

RCM helps your company leverage business investments in technology and capitalize on emerging tools and systems. RCM makes technology a critical instrument for your success.



Michigan First Credit Union Finance Solution



Client Situation

Michigan First Credit Union, one of Southeastern Michigan's oldest credit unions, had an outdated e-mail and messaging environment, which prevented the company from providing their employees with a stable, secure and manageable communication platform. Michigan First looked to RCM Technologies to migrate their organization from Novell and GroupWise and standardize messaging on the Microsoft platform.

Solution

After assessing the Company's needs, RCM led Michigan First through a planning and migration effort that effectively prepared their organization for a new, feature rich e-mail and messaging environment. RCM then migrated Michigan First with minimal impact to user productivity through collaborative planning and design, rigorous lab test run throughs and a clearly defined roll out strategy.

Value

By migrating to the new messaging and e-mail platform, Michigan First now has consistency and standardization across their infrastructure for improved performance, efficiency and stability. They also benefit from enhanced security and the protection of vital business data and improved monitoring and manageability of critical business systems. Michigan First has improved scalability and interoperability by leveraging a technology platform that is better integrated, which provides a foundation for future server, system and application strategies. It has increased flexibility for teams throughout the organization to more effectively access, manage and act on business information.

Software and Services

Microsoft Active Directory
Microsoft Exchange Server
System Center Configuration Manager



BISSELL Home care, Inc. Manufacturing Solution

Client Situation

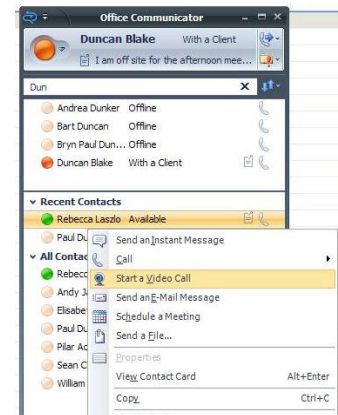
BISSELL, a 132 year-old floor care innovator and manufacturer of home cleaning products, needed to improve communications and productivity among employees – particularly those who worked in different geographical areas. With a 12 hour time difference between the company's Michigan-based office and Hong Kong-based office, BISSELL IT professionals experienced difficulties in reaching the right people at the right time. Basic IT resolutions were being prolonged because of the inability to detect employee availability.

Solution

In response to BISSELL's problem, RCM Technologies deployed Microsoft Office Live Communications Server to 70 of their employees. After seeing significant improvements in employee productivity, the company decided to participate in the Rapid Deployment Program for Microsoft Office Server 2007 Beta – a solution that integrates advanced presence, IM, VoIP and on-premise live conference technology.

Value

BISSELL IT employees now experience faster progress on IT issues, particularly when working with employees overseas. Customer response time was also improved due to the ability to quickly find resolutions to issues. Additionally, RCM's solution consolidated the user experience and provided a strong foundation for the future, while experiencing a significant return on their investment.



Software and Services

Microsoft Office
 › Microsoft Office Communications Server 2007 Standard Edition
 › Microsoft Office Communicator

