



RCMcare's IT advisory and support services offer flexible, tailored solutions customized to your specific needs. Whether your company has its own fully staffed IT department or not, RCM helps you cut costs, while providing a wide range of technical expertise, consulting, and support for various areas of your environment. With RCM's extensive skills, experience, and competence, your IT environment will remain solid and reliable, so your business can operate smoothly and more effectively.

Clients Receive

- Initial Environment Review
- Full Environment Documentation
- Short and long term recommendations
- Monthly server maintenance
- Scheduled and unscheduled visits (remote, on-site and emergency support)
- Regular IT Strategy Reviews

“RCM's support and care services have been an important asset to the Livonia Police and Fire Department in keeping our network in a constant state of readiness. As a 24x7 hour operation, it is important for the safety of our Officers, Firefighters, and Citizens alike, that our network reliability remain solid and that information be available. With the assistance of RCMcare's staff, hardware and software downtime is prevented before it occurs.”

~ Daniel Loftus

Livonia Police and Fire Department IT

Services Offered

- Proactive Application Management and Support
- Proactive Desktop and Server Management and Support
- Design and Scaling recommendations
- Strategic Planning

Benefits

- Keeps your IT network or system reliable and running efficiently
- Saves money by avoiding IT down time
- Creates peace of mind knowing you have a secure and protected IT system
- Offers personalized expert advice for your IT planning needs

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.



Signature Associates is the largest-volume, full-service commercial real estate firm in Michigan, holding 42% of the market share. The Company is headquartered in Southfield, MI and has additional offices in Lansing, Grand Rapids, Muskegon, and Kalamazoo, Michigan and Toledo, Ohio.

Signature Associates provides a diversity of services, including: industrial, office and retail brokerage, investment sales, property/asset management, market research, mortgage banking and corporate services.

Business Situation

While ensuring their critical systems are functioning properly and maintained to peak performance, Signature Associates has an IT department that must maintain and support multiple locations. In order to contain costs, Signature Associates wanted the ability to enhance their IT team through outsourcing, rather than hiring additional full-time staff.

The Company wanted to contain costs, yet, they did not want to sacrifice the quality of support they received from an outsourcing partner. Overall, Signature Associates sought to enhance their existing IT group with a team of highly skilled IT professionals, which could be utilized when the need arose.

Solution

RCMcareSM. Since 2006, RCM Technologies has provided Signature Associates with flexible, tailored IT advisory and support solutions that fit their specific needs. With RCMcare, Signature Associates has been able to safely cut costs without sacrificing quality and jeopardizing their various systems.

Benefits

By outsourcing to RCM Technologies, Signature Associates has been able to utilize and seek advice from their own assigned “trusted advisor,” an RCM IT expert who knows the intricacies of Signature Associates’ networking environment. While employing RCM’s various staff skill sets when needed, this “trusted advisor” is able to quickly diagnose and resolve problems that surface before they worsen. For example, Signature Associate’s e-mail server had been originally installed and configured by a previous vendor. After a short time in production, it was determined that the server was not sized properly for the amount of data the server needed to store. RCM Technologies was able to analyze the situation, and salvage the server without replacing it and going through another costly migration.

RCM Technologies was also able to help Signature Associates implement Windows Software Update Services across all of their sites. Not only did this save the IT department many hours, but now, PC’s are being centrally managed and maintained.

Furthermore, RCM was able to successfully automate their anti-malware software migration, eliminating the need to visit individual desktops and laptops. This was another tremendous time saver for Signature Associates.

RCMcareSM Services Used

Following are the key areas that Signature Associates currently requires support and expertise on from RCMcare:

- Initial Environment Review
- Full Environment Documentation
- Monthly server maintenance
- Regular IT Strategy Reviews
- Remote, on-site, and emergency support for:

Server and Desktop

- Administration
- Troubleshooting
- E-mail systems
- Backup solutions
- Anti-virus/Anti-spam solutions
- Patch management
- Application updates
- Desktop deployment and upgrades
- Server deployment and upgrades
- Business Planning
- Design recommendations
- Scaling recommendations