



## Overview

At RCM we understand the quality of our staff is instrumental to your success. We have extensive information technology experience and understand the important role it plays in your company.

Our highly skilled team of QAD Software technical consultants is committed to keeping pace with advances in technology to keep your systems up and running at their optimal levels.

RCM's technical support team offers a full suite of services, on-site or via remote support. Whether you are in the initial phases of implementation or growing your current business infrastructure, we can provide a support model that will handle your needs today and be available to provide ongoing support resources as needed.

“Our team is equipped to provide you the highest levels of technical support.”

As an authorized QAD Channel Partner, RCM employees are required to be trained on the most current versions of QAD software. This training combined with our experience deploying QAD Software ensures that our team is equipped to provide you the highest levels of technical support.

## Support Offerings

- QAD Software Version Upgrades
- QAD Software Service Pack and Patch Application
- Progress Version Upgrades
- Custom Code Conversion Services
- .NET User Interface Installation and Configuration



**RCM Technologies**

### Enterprise QAD Solutions

Built on QAD<sup>®</sup> applications, RCM Technologies' Enterprise QAD Solutions unit provides high quality, cost-effective business solutions and services that enable customers to meet and exceed their objectives. QAD<sup>®</sup> applications manage the core business processes of your enterprise, with industry-specific design functionality. As an authorized Sales and Services Channel Partner of QAD<sup>®</sup>, RCM leverages the expertise of their staff and proven methodologies to assist clients in implementing QAD<sup>®</sup> applications.

For almost two decades, RCM has been recognized as a leader in providing QAD<sup>®</sup> applications for business solutions. By understanding industry trends, challenges, and issues, RCM extends the capability of QAD<sup>®</sup> Enterprise Applications and maximizes a client's investment.



## North American Channel Alliance *“Partner of the Year”*

~ for five consecutive years

### Contact Us:

700 Tower Drive, Suite 610

Troy, MI 48098

EQSinfo@rcmt.com

Our certified technical professionals provide our customers with a wide range of on-site and remote services to support their QAD software investment. RCM develops support models that maximize value including hardware and operating systems, performance network administration and database operation.

- QAD Software Custom Reports and Forms
- Progress Custom Development
- Progress and System Administration Training
- B2B/B2C/ WebSpeed for QAD Software
- Fax and Email Integration
- Business Intelligence Solutions

