

CORPORATE OVERVIEW

Founded in 2000, RCI is a Woman-Owned and operated firm. Our core business is providing qualified and experienced Information Technology support teams with superior customer service skills who ensure our clients are getting cost effective technical support services that are designed to satisfy current and next generation technology. Our staff of over 50 years of combined experience includes Technical and Training support specialists, user support specialists, Application Developers, System Programmers, and Network Engineers with the expertise to meet the changing demands and requirements of our clients, as well as a proven ability to improve business operations efficiency and enhance productivity.

We accomplish this by partnering with our clients with the most comprehensive and capable team of professionals. Our staff is trained and stays up to date on the latest technologies and provide mirrored and test environments for integrating new technologies. We believe our commitment to professional standards, client attention, and continuity of staffing makes RCI the team that will bring the greatest benefit to your organization. These benefits will include high technical experience, timely performance and deliverables, good working relationships, and supportive advisory services.

CORE COMPETENCIES

Application Services

- Development
- Mobile
- COTS Enhancements

IT Services

- Information Technology – Complete IT Solutions
- Managed Services
- Unified Communications
- Hardware Maintenance
- Cloud Solutions

AV Services

- Audio Visual Integration
- Managed Services
- Conference and Meeting Support
- Teleconference Solutions
- Technical Assistance

EXPERIENCE SUMMARY

Clients	Project Services
Mayor's Office of IT - Baltimore City Contract Term: 2004 – Present	<ul style="list-style-type: none"> • Database Management Services • Helpdesk Services • E-Gov Mobile Development • Hardware Maintenance • Application Development and Support Services • Staff Augmentation
Baltimore County Planning and Development Contract Term: 2006 – Present	<ul style="list-style-type: none"> • Managed Services • Maintain Technology and Support to 30+ Agencies and Locations
Maryland Department of Human Resources Contract Term: 2015 – Present	<ul style="list-style-type: none"> • Hardware Maintenance and Support for over 50,000 out of warranty hardware • Hardware Procurement • Helpdesk Services • Add Network Support and Management
Medstar Health Systems Contract Term: 2014 – Present	<ul style="list-style-type: none"> • Healthcare Conference Support Services • Conference Room Support Services • Video Recording and Editing • AV Installation and Configuration • AV Support Services (Repair, Troubleshoot, Replace equipment)
University of Maryland Medical Center Contract Term: 2008 – Present	<ul style="list-style-type: none"> • Application Development • EPIC Integration Support • ICD-10 Development Support • SQL Data Management / Analysis • Technical Documentation

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
8243	611420	Software Application Training, Software Training
5045	423430	Computer sales - wholesaling
7376	541513	Facilities management- computer systems or data processing
4813	517110	Wireless Telecommunications
7374	518210	Data Processing, Hosting, and Related Services

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