



Baltimore, Maryland Office Headquarters

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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 that 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.

Our commitment to professional standards and client attention, 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.

EXPERIENCE SUMMARY

Application Services

- Development to Application Development and Automation
- Azure App Development
- Azure Cloud Solutions
- Development
- Mobile
- COTS Enhancements

IT Services

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

AV Services

- Managed AV Services
- Managed IT Services
- Managed App Services
- Audio Visual Integration
- Managed Services
- Conference and Meeting Support
- Teleconference Solutions
- Event Technical Assistance

Mixed Reality (Microsoft)

- 3D Content Development
- Virtual Project Management
- Solution and Service Delivery

CORE COMPETENCIES

Clients:

Mayor's Office of IT - Baltimore City Contract Term: 2004 – Present

- Database Management Services
- Helpdesk Services
- E-Gov Mobile Development
- Hardware Maintenance
- Application Development and Support Services
- Staff Augmentation

Office of Information Technology – City of Eastpoint Contract Term 2022 – Present

- Helpdesk Support Services
- Web Support Services
- IT Deployment Services
- Staff Augmentation

Maryland Department of Human Resources Contract Term: 2015 – Present

- Hardware Maintenance and Support for Over 50,000 Out of Warranty Hardware
- Hardware Procurement
- Helpdesk Services
- Network Support and Management

Medstar Health Systems Contract Term: 2014 – Present

- 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

- 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

