

Dear Business Person:

Businesses cannot successfully compete in today's economy and marketplace without efficient, effective, trouble-free information technology (IT) that supports growth and nurtures and protects customer relationships. Your *information systems should be a strategic asset* to your company. Instead, in many cases they *drain capital and human resources, fall short of the quality goals you have set and fail to help your business grow.*

The Top IT Issues Facing Large And Small Businesses Are:

- **Internet Capability and Connectivity** – presenting your company's best face to the internet community, providing a *customer friendly* invitation to partner with your company and maintaining *trouble free* access to the internet
- **Data Access** – accessing *business critical data* and the ability to restore data when problems occur
- **Communications** – preserving and protecting *viable and safe e-mail and internet links* that are the lifeblood of your company's communication
- **Security** – *protecting your* technology assets from viruses and worms, safeguarding proprietary business and customer information and maintaining integrity of financial information
- **Maintenance** – providing *timely updates* of desktop and server operating systems including the latest fixes and patches
- **System Upgrades** – maintaining the latest *practical and economical* configuration of hardware and software to support the needs of the business.

Organizations of 20 or less employees often find that it takes 1 or more full time people to meet these demands – and the costs are tremendous if you want high quality results. When employees are assigned to full-time care and feeding of your systems, valuable resources are diverted from the core business to resolve technology issues. Training is limited. Information technology, a key strategic business tool is deployed reactively. Long range planning for its effective use is put aside as day-to-day problems are resolved.

Quality Results Through Product Independence

RRR Solutions, Inc. has been resolving its customers' IT issues since 1995. We provide business solutions with no hardware or software bias. We are not a vendor of software packages or hardware. We analyze your specific needs, recommend solutions that give optimal price/performance, assist you in procuring the hardware and software at the most economical prices possible and install/implement your systems. And we provide cost-effective, high quality on-going support. We provide complete support across the entire IT life cycle:

- Needs Assessment/Requirements Analysis – identifying the IT needs of the business
- Market Assessment – assessing the full range of possibilities that today's technology makes available
- Design – developing a vendor independent design of your solution
- System Procurement – assisting in the procurement of your hardware and software solutions
- Installation and Implementation –managing, monitoring, installing, coordinating third party vendors, performing system testing
- Training – developing and providing customized training that suits your business needs
- Maintenance – providing on-call hardware maintenance and software upgrades
- Annual Planning and Assessment – annual review of your system environment and planning for future growth to meet the goals of the business.

Our Mission

Our mission is to transform computers from a hardware suite to an office productivity environment that helps your business meet its competitive goals.

To learn more about the ways that RRR Solutions can improve the quality of your information technology, reduce costs, and meet your competitive

needs, please review our web site – and contact us via phone or email so we can begin the process of supporting your organization.

Sincerely,

Ronald L. Herold

Ronald L. Herold, PhD
President