



At A Glance

Year Founded: 1988

Network Support Services:

- Fixed-Rate IT Support
- Managed Services
- Vendor Management
- Professional Services

Strategic Alliance Partners:

RiverPoint has carefully selected industry leaders such as Microsoft, Level Platforms, SoftwareOne and Symantec as strategic partners. Our alliances enable RiverPoint to offer our clients the best integrated solutions available.

Network Support Services

Enterprise-level, cost-effective services for small- to mid-sized businesses

RiverPoint's flexible network support services enable organizations with small networks to achieve greater network results at a price they can afford. For more than 18 years, our seasoned technology professionals have helped valued clients develop and sustain high-performing networks — without assuming the costs associated with an in-house IT team.

Scalable services tailored to your needs

We'll take care of your infrastructure and IT support needs while you take care of business. Whether you require assistance developing, implementing, enhancing, securing, managing or moving your network, RiverPoint will ensure it's done right. We partner with you to identify, scope and deliver a solution that best matches your needs and your budget. Our service offerings include:

Fixed-Rate IT Support Services	<ul style="list-style-type: none"> - Remote support and maintenance of network for a reasonable monthly fee - Includes phone support, remote online assistance and collaboration, automated escalation process and onsite support as needed
Managed Services	<ul style="list-style-type: none"> - Comprehensive 24x7x365 remote monitoring and management of entire network - Proactive identification and resolution of network challenges to ensure maximum uptime
Vendor Management	<ul style="list-style-type: none"> - Management of all vendor relationships (phone and ISPs, voice or data network-connected equipment, proprietary software applications) - Single point of contact for all vendor-specific needs
Professional Services	<ul style="list-style-type: none"> - Strategic planning to align technology platform with business objectives - Business relocation services - Technology migration - Branch and remote office network planning and configuration - Line of business software selection and implementation - Network security assessment and disaster recovery planning

Proven results

RiverPoint builds and supports fast, reliable and secure networks. Among the benefits of our client-focused services:

- Stable, secure and adaptable IT infrastructure
- Predictable and significantly decreased systems management and support costs with an annual savings of up to 30%
- Maximum uptime and reliability for critical equipment
- Greater ability to focus on core projects
- One point of contact for all vendor-specific needs

Our consultants maintain the very highest standards of business integrity. We are trusted partners known for our professionalism, dedication and honesty. Regardless of your networking challenge, we will help you solve it.

To learn more about RiverPoint Network Support Services, call 800.297.5601 or visit www.riverpoint.com

Let us run your network while you run your business