

RDI®

Empowering
Your Business

Managed Technology Solutions & IT Support for Business, Government, Education, Healthcare, & Manufacturing

We Make Technology Work For You

Locally Owned & Operated Since 1984

Dedicated Staff With 100+ Certifications

Our World-Class Technology is Used in Over 120 Countries

Award Winning Services With 17,500+ Completed Projects

RDI®
We Make Technology Work For You

About RDI

From our foundation in 1984, we have worked hard to help customers with cutting-edge technology. Today, RDI has grown significantly and has a world-class team of experts to assist businesses with networking, security, AV technology, and more.

Our team consists of knowledgeable, certified staff, and a dedicated in-house engineering and support team who deliver expert planning and unbeatable results. RDI supports a wide variety of industries including manufacturing, legal, finance, healthcare, education, government, house of worship, civic centers, liberal arts/recreation facilities, and more.

At RDI, our team prides itself on delivering exceptional solutions. We believe there's no substitute for honesty, integrity, and respect. These values have allowed us to become a trusted partner to thousands of customers and continue to be their life-long technology provider.

With our customer support, RDI has achieved the 2010 Iowa Small Business Excellence Award. RDI was listed in both 2014 and 2015 Inc Magazine's Inc-5000 as one of the fastest-growing privately held companies in the US.

In 2019, and 2022 through 2026 RDI was recognized in the Pioneer 250/ Security 100 categories for managed service excellence as one of the Top 500 MSPs in the US by CRN®. CRN's annual MSP 500 list identifies the leading service providers in North America whose forward-thinking approaches are changing the landscape of the IT channel.

From 2021 through 2024 Channel Futures™ announced that RDI ranked on the MSP 501 list, earning #286 globally in 2024 and #31 in 2023. The MSP 501 list is the IT channel's most prestigious global ranking of managed service providers, technology providers, and channel partners.

Embrace RDI's award-winning services and create a quality strategy for your business today.

Channel Futures. MSP 501 2024 WINNER
Channel Futures. MSP 501 2023 WINNER
Channel Futures. MSP 501 2022 WINNER
Channel Futures. MSP 501 2021 WINNER

THE CHANNEL CO. CRN MSP 500 2026
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THE CHANNEL CO. CRN MSP 500 2019

RDI Top Solutions

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Distributed Connectivity Management Platform

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End-to-End Solutions & Managed Services to Help Your Business

Our Network Engineering Services Include

- Mapping & Documentation Services for New Customer Networks
- Planning & Design Network Architecture/ Expansion
- Comprehensive Monitoring & Measurement
- Network Diagnostics, Organization, & Deployment
- Review & Evaluate Business Needs for Future Scaling/Security
- Hardware Configuration, Maintenance, & Emergency Loaner Equipment
- Lifecycle Management & Planning (Switches, Firewalls, Endpoints, VPNs, etc.)
- Data Center Planning & Migration

Network Engineering

Planning, Design, & Installation for Secure Network Environments

At RDI, we evaluate your organization's current and long term network goals to create an effective roadmap. With our trusted engineers, expert project management, and quality network architecture, you know your network infrastructure will keep your organization running smoothly both now and in the future.

Hosting & Data Center Services Information on Page 12!

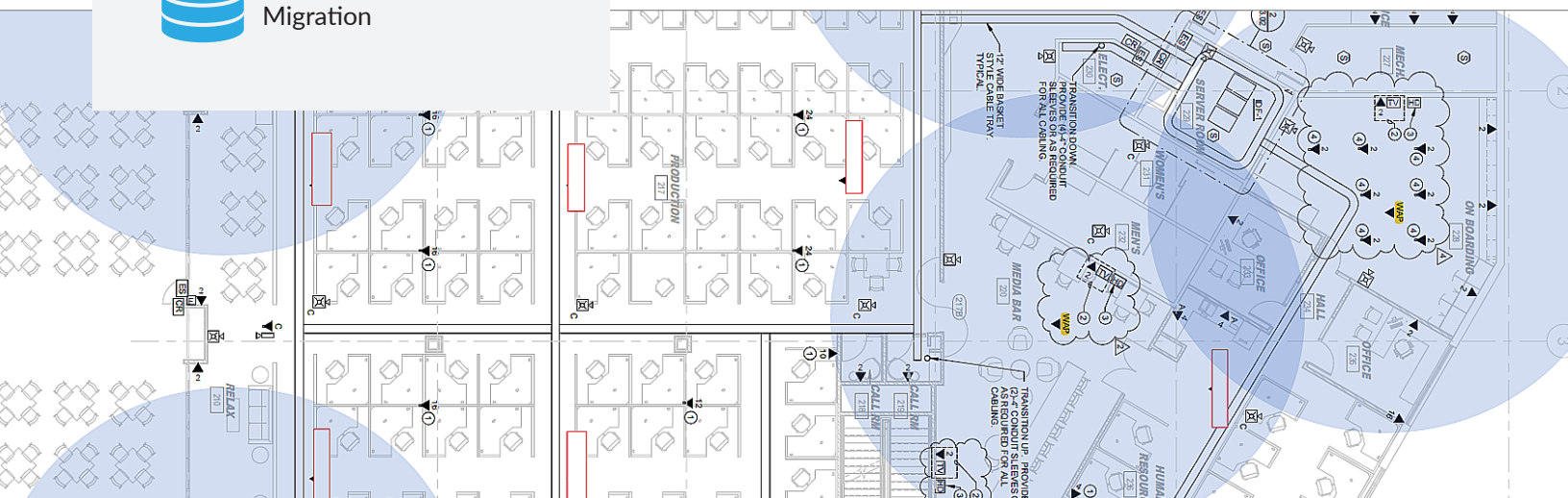
Designing, Planning, & Integration

Whether you are adding a new vendor or implementing a new network solution, our engineers provide complete network design to architect a new network or redesign an existing one. Our senior security consultants help define optimal network security parameters and collaborate with your team to ensure ongoing success and business continuity.

Extreme networks

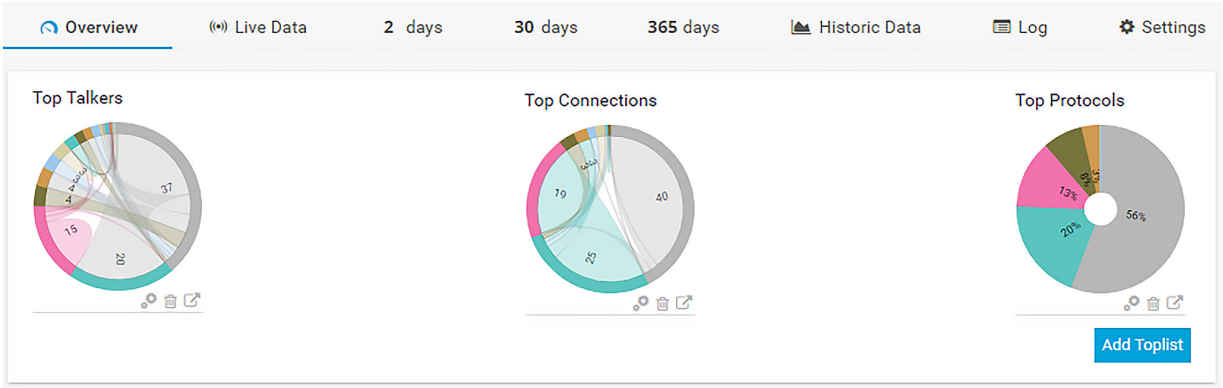
Cisco Select Partner

Hewlett Packard Enterprise



From simple cut-overs to major network migrations, we can plan and execute an entire deployment strategy from start to finish. Our experts also utilize state-of-the-art tools to migrate existing network configurations to new ones. We offer network engineering services for enterprise businesses, remote or branch offices, and workforce mobility applications.

- Inventory Your Routing Policies, Firewall Rules, Hardware, VLANs, & VPNs
- Network & Configuration Analysis
- Plan Migration to New Networks or Enterprise Architecture Changes
- Firewall & Switch Migrations
- Fiber Network Engineering
- Network Segregation & Segmentation
- Class of Service/QoS Design
- WAN Optimization & Connection Monitoring (iStatus®)
- Managed LAN/WAN, VoIP Solutions



Example of traffic monitoring, which provides insight into your network traffic flow protocols, connections, segments, and devices.

RDI also handles technology hardware and network cabling. We cover items such as:

- Power System & UPS Design
- Ethernet & Fiber Cabling
- Thermal Load & Cooling Design (Temperature Regulation)
- Routers & Switches
- Rack Layout & Design
- Physical CAD Layouts

Support & Lifecycle Management



As a dedicated remote or onsite resource, when needed, RDI's technicians assist with technical aspects related to your network infrastructure, ongoing IT support, and lifecycle management. We also provide monitoring and maintenance services to support your network health. In the event of hardware failures or routine hardware needs, RDI covers all operational aspects to keep your network running as it should be. RDI also offers emergency loaner hardware to minimize recovery time objectives (RTO) for your business.

- Network Troubleshooting & IT Support
- Network Health Assessments
- Security Assessment & Risk Mitigation
- Technical Liaisons for Multi-Vendor Support
- Manage/Track Support Tickets, RMAs
- Network Optimization & Enhancement Analysis
- Product Refresh

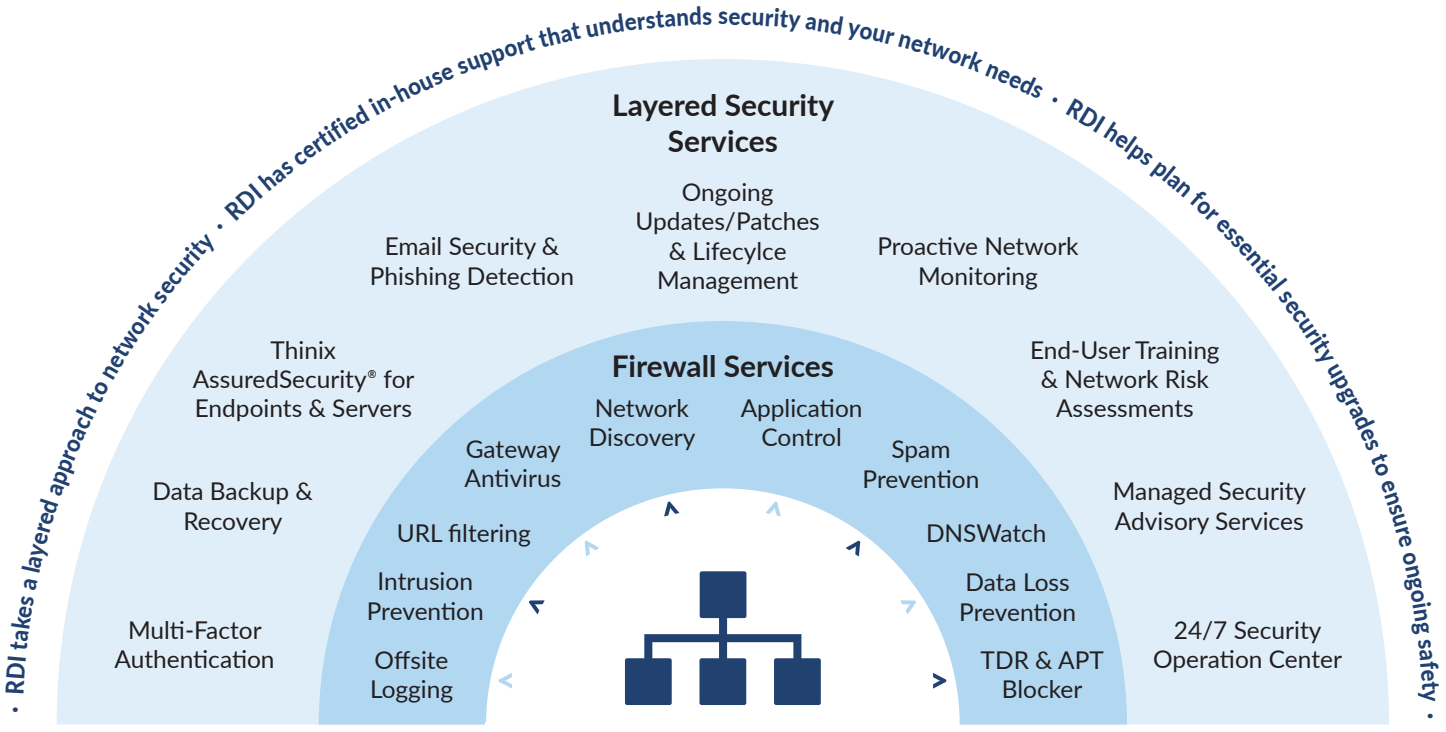
Managed Network Security Services

Enterprise-Grade Firewalls, MFA, & End-User Training With Best-in-Class Management

Prioritizing Your Layered Defenses for Cyber Resilience

In today's fast-paced digital landscape, ensuring the security of your network is paramount. RDI's comprehensive managed security services empower you to protect your valuable assets, maintain regulatory compliance, and stay one step ahead of evolving cyber threats.

RDI has the skills to handle complex, multi-location business needs and can offer multi-site firewall implementations, multiple connections, and redundant VPN connections for offsite users who rely on remote access. By combining key security functions into a single managed service we deliver network security at significant cost savings.

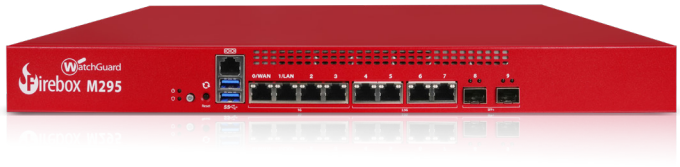


Better Protect Your Business & Meet Cyber Insurance Requirements

Fortify Your Perimeter: Managed Firewalls for Unrivaled Security

RDI configures, deploys and manages firewalls provide a robust defense against unauthorized access and cyber attacks. With real-time monitoring, regular updates/patches, and expert management, you can trust that your organization's data is shielded by a formidable barrier. RDI also provides key services such as secure offsite logging to keep firewalls and data recovery at the forefront of your security strategy.

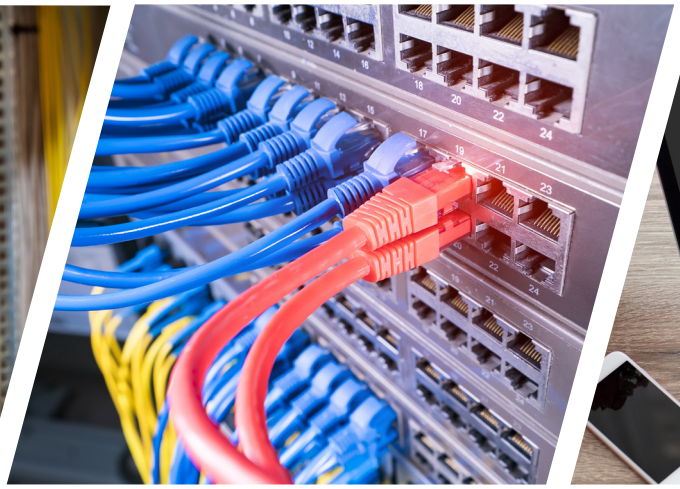
WatchGuard ONE | Gold Partner



CISCO DUO

KnowBe4
Human error. Conquered.







Multi-Factor Authentication for Peace of Mind

Stop unauthorized access with our user-friendly Multi-Factor Authentication (MFA) solutions. MFA is a core standard of most cybersecurity insurance requirements. However, by adding an extra layer of verification, you ensure that only authorized personnel can access sensitive information.

By working with RDI to implement a layer of protection to a user or company's data, MFA helps to prevent malware, phishing, and ransomware attacks. RDI can also offer a variety of authentication methods such as time-based push notifications, passcodes, or tokens, to ensure MFA integrates well with your business.

The Human Element: Better Defenses with End-User Training

While cutting-edge technology is crucial, the human element remains a key factor in maintaining a secure network. RDI works to help equip your team with the knowledge and skills needed to recognize and thwart potential threats.

One key attack vector continues to be human-error in email practices. RDI aims to help ensure that the security of the email services we provide aren't undermined by lack of knowledge. We help businesses identify phishing attempts, understand social engineering tactics, and adhere to best security practices. Investing in your team's cyber education is an investment in your organization's overall security posture.

Network Monitoring

All-in-One Monitoring for Your IT Infrastructure

Get Visibility Into Your Network Health & Performance

While constantly monitoring the health/reliability of your network and searching for trends, RDI network engineers design thoughtful systems that monitor, track, and log your network parameters to assist in improving the health and performance of your network. RDI also stores your data logs for you so that you can review, analyze, and correlate previous issues. By having this advanced insight, our network monitoring allows you to know when and why an issue started, and helps you figure out if you need more monitoring tools at a given business location.



We Monitor Your Entire IT Infrastructure for Massive Savings

Setting up network monitoring can be complex. There are so many aspects to focus on, and with the rapid proliferation of IoT connected devices, getting started can be an uphill battle. But it doesn't have to be that way. RDI takes on networks at any level and gets you started with a plan that's right for you.

With a proactive approach, RDI takes 24/7 network monitoring that would typically be complex, time-consuming, and expensive to do, and finds the best possible solution for your given business. We monitor items such as traffic, packets, applications, bandwidth, cloud services, databases, virtual environments, uptime, ports, IPs, hardware, SSL certificate renewals, security, web services, disk usage, physical environments, IoT devices, and almost anything else you can imagine.



Real-Time Network Monitoring

With built-in network performance monitors, RDI evaluates health, and critical metrics such as packet loss, latency, speed, errors, discards, and performance bottlenecks.

Network Activity & WiFi Monitoring

Keep an eye on all your network activity while also monitoring bandwidth, databases, network devices, and WiFi aspects such as traffic, signal strength, and availability.

Multi-Level Thresholds

Proactively monitor network performance with multi-level thresholds. For every critical performance monitor, set multiple thresholds and get instant alerts for violations.

Physical & Virtual Server Monitoring

Monitor CPU, memory, and disk utilization of servers. Also, monitor the performance of host and VMs of VMware.

WAN Link Monitoring

Monitor key metrics such as latency, jitter, RTT, and packet loss to diagnose network issues. RDI monitors hop-by-hop performance to find what is causing latency and identify the issue quickly.

Affordable & Easy to Setup

With expert engineers and consultation, user education is easier than ever. Our network monitoring helps you identify network performance issues to inform you of areas that can be improved.

Intelligent Alerts & Insight

Alerts are sent when we discover warnings or unusual activity. Alerts are sent to our experts to help quickly identify issues that may appear.

Alert Example

Infrastructure Down

Unable to reach Web App for 5 minutes.
Click to view details.



Thinix AssuredSecurity®

Multi-Layer, Military-Grade Protection & Patching for PCs & Servers

Stop Worrying About Your Endpoint Security

We tackle the burden of managing your security so that your IT team can focus on other aspects of your day-to-day business. AssuredSecurity takes a thorough approach to PC security management by applying and validating baseline security settings, operating system updates, third-party software updates, and antivirus updates.

We can also set up custom alerts to notify you about issues like low disk space, application crashes, or alert you if a scheduled task has not run. Alerts can also be sent if your proprietary program does not have the necessary settings applied.

ENDPOINTS ARE THE SOURCE OF UP TO 90% OF ALL SUCCESSFUL CYBERATTACKS & UP TO 70% OF ALL SUCCESSFUL DATA BREACHES.[1]

Relax, We've Got Your Back

By leveraging Thinix AssuredSecurity®, managers and IT teams can accomplish the proverbial 'do more with less' — improving critical security while lowering operational IT costs. AssuredSecurity takes a comprehensive approach to PC and server management by applying layered, military-grade security to outsource the tedious task of maintaining endpoints to the experts at RDI.

Note[1] — What is Next Generation Endpoint Security?, SentinelOne, 2025.

Stop Security Threats in Their Tracks

Operating System Updates
The management and installation of Windows updates ensure that systems are properly patched, which leads to increased security and reliability.

Operating System Configuration
By applying and auditing hundreds of security settings, baseline network security is dramatically enhanced. Configurations enhance operational security by addressing both the physical, network, and software layers to reduce the chance of a security breach caused by malware.

Application Updates
RDI keeps systems up-to-date by rapidly installing common application updates from Adobe and other software vendors.

Endpoint Detection & Response (EDR)
AssuredSecurity detects and monitors 100% of active processes on a PC and automatically takes action to block, investigate, or mitigate threats.

Endpoint Protection (Antivirus)
Cloud Managed Antivirus detects and blocks advanced threats, including advanced persistent threats, zero-day threats, targeted attacks, and ransomware. Updates and detection patterns are automatically deployed, and systems are monitored to ensure that updates are applied.

Expert Technical Support
Experts actively monitor devices and can alert you about issues, such as impending hard drive failures, to allow for more proactive management.

Endpoint Security Is More Than Just Antivirus

AssuredSecurity can be applied to any existing endpoint on your network to protect against ransomware, malware, and thousands of today's most advanced security threats.

Thinix AssuredSecurity®



Top Benefits of AssuredSecurity

Increase Security
Transform your security operations team with less investment & overhead.

Detect & Respond Faster
Discover, respond, & resolve threats more quickly.

Reduce Cost & Risk
Tighter security results in fewer incidents with less disruption for your business & customers.

Focus On Daily Business
Remove some of the burden from your IT team so they can focus on your core business.



Email Services, Microsoft 365, & Security

Professional IT Tools With A Secure, Layered Defense

Secure, Effortless Email From Anywhere

Business never stops and email must be accessible from anywhere and at any time. With RDI email, you can enjoy secure access on practically any mobile phone or tablet. You'll also get mobile sync to keep your email, calendars, and contacts always synchronized with webmail access on your iOS, Android, or Windows device.

What's more, our approach to business email uses a layered defense to stop spam, phishing, and malicious emails before they reach your staff. This reduces the possibility of malware, viruses, or ransomware compromising your network security and integrity.

In addition, we offer information and training to educate your staff on proper email protocol and procedures to avoid potential threats.

Do Better Business

As a small or midsize business, RDI understands that you need affordable and professional IT tools. As a Microsoft Partner of many years, we are able to offer Microsoft Direct pricing to bring affordable access to Microsoft 365 applications – including Word, Excel, and PowerPoint. In addition, we help to personalize application settings to roam with you as you work. Microsoft 365 keeps your content and formatting intact; no more redoing work as you transition between devices and locations.



Be Well-Protected

With always up-to-date anti-malware and anti-spam protection, get a uptime guarantee for your email and Microsoft 365 service that's backed by a service level agreement.



Save Money

Microsoft 365 provides an affordable price point for core IT tools, so you don't have to invest in additional servers, storage, software, or IT staff.



Get The Support You Need

With RDI's fully managed email and Microsoft 365 services, you have web and phone support for all critical issues to quickly answers to questions or resolve issues.

Protection for Microsoft 365 Data

Although Microsoft is accountable for securing its hardware and software, users are responsible for securing their data. Microsoft does not fully protect against data loss and has limited recovery options.

RDI protects your critical data in Microsoft 365 and Google Workspace applications with Datto SaaS Protection, a robust cloud-to-cloud backup solution. It provides automatic three-times-daily backups, flexible data retention, and easy one-click restore at the file or folder level. Users can also restore data to the original device or other user accounts, ensuring efficient recovery.

Data Security & Peace of Mind

SaaS Protection further enhances data security by protecting against permanent data loss and offering swift recovery from any cause of data loss. With a single dashboard to manage backups, RDI easily streamlines operations, reduces business risk, and saves time and money.

RDI uses SaaS Protection to bridge the gap in cloud data protection. Its robust features (including flexible retention options, secure cloud storage, and encryption) ensure data is safeguarded effectively. This boosts productivity and reduces potential risks. Setup takes just five minutes, and the solution is compliant with GDPR and SOC2 Type II standards, providing peace of mind.

Ignoring Backup & Recovery is Risky for Resilience, Continuity, & Productivity. Strengthen Your IT Security & Microsoft 365 Data Resilience With RDI For:

Maximized Protection

Protect against data loss and recover from user-error or ransomware quickly.

Improved Efficiency

Recover quickly and manage all of your backups from one dashboard.

Peace of Mind

Not only can you reduce risks but you can also save valuable time and money.



Email is the largest cyber attack vector. RDI uses layered filtering to analyze incoming messages and quarantine threats before they reach your inbox, giving you peace of mind.

Effortless Cyber Defense

RDI improves your cybersecurity posture with layered email filtering services. RDI provides tools such as Advanced Threat Protection (ATP), impersonation detector, spam filtering, and email encryption to defend against malware, phishing, and business email compromise (BEC) attacks.

Server Virtualization & SANs

Virtualization to Improve Business Agility & Reduce Costs

What Is Server Virtualization?

Server virtualization and Storage Area Networks (SANs) are ideal for medium-sized and enterprise businesses that use 3 or more servers, or have servers that are outdated and/or overloaded. Server virtualization tools reduce the need for physical hardware systems by allowing multiple operating systems (OS) to run independently of each other on virtual machines (VMs) in a data center. The resulting increase in resource-utilization, lowers the overall server costs.

Virtualization software called hypervisors, encapsulates the operating system and provides a shim layer between hardware resources. This means resources such as processors, memory, and SSD's or disks can be shared across multiple virtual machines. Configuring and maintenance of local virtualized servers has traditionally been complex which drives businesses to use public cloud vendors.

True to form, RDI provides fully managed, local virtualization environments to allow your business to scale, take ownership of data, reduce costs, and eliminate support headaches that big vendors cause.

Server Virtualization Competencies*

Hewlett Packard Enterprise

Microsoft Hyper-V

Silver Microsoft Partner

Increase Reliability & Security Boundary

Cost Savings For Hardware & Operations

Increase Business Application Agility

Facilitate Multi-Location Data Redundancy & Recovery

How Do I Know A SAN Is Right For My Business?

A business that has 2 or more servers and/or lots of virtual machines or applications could be a good candidate to consider adding a Storage Area Network (SAN). When virtualization is paired with a SAN, multiple business locations or multiple virtual servers can share data storage to further reduce costs. SANs facilitate enterprise-class data redundancy for multiple location businesses, and can provide fast SSD storage or slower tiered disk storage depending upon application needs.

For example, databases may require SSD's but backups may be okay on slower tiered storage. By storing local backups and having data redundancy, SANs create a high-availability environment for businesses and help minimize data recovery time objectives (RTOs). In advanced configurations, RDI can also provide real-time data mirroring between locations for critical geographic redundancy.

SAN Solutions*

Hewlett Packard Enterprise

- Nimble Storage
- Alletra Storage

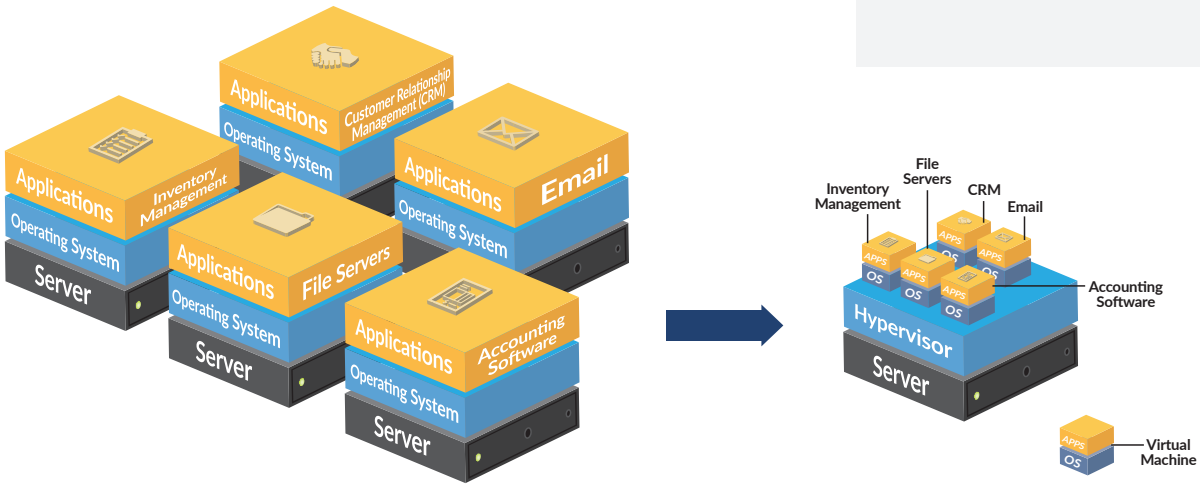
DELL PartnerDirect Preferred

NUTANIX

Synology® PARTNER

Server Virtualization Features & Capabilities

- Run multiple virtual machines on the same hardware
- Easily add virtual machines or adjust resources to keep up with your evolving needs
- Monitor server health, reduce performance bottlenecks, and easily rebalance workloads
- Centrally control and optimize virtual machine environments
- Patch or backup virtual machines without interrupting service
- Migrate live virtual machines between hosts during scheduled maintenance
- Layered Security for Hypervisors, Hosts, and Virtual Machines
- High-availability, high-reliability operations to ensure business continuity
- Auditable activity, performance log
- Reduce costly energy and cooling expenses for many physical servers
- Capability to unite multiple locations with centralized VMs



Often, a business may have multiple hosted SaaS (software as a service) or hosted PaaS (platform as a service) applications that don't work well together. For example, an email server and an accounting software application may not work well together due to security requirements, policies, software configurations, etc. So instead of having two expensive servers to run both applications separately, a business can virtualize their servers to allow both applications to run on virtual machines instead. This reduces hardware complexity and maintenance requirements while yielding recovery, backup, and performance benefits.

*Our expert engineers are familiar and capable of working with the brands listed above; some of which our experts are certified for.



Managed Cloud Services

Local Experts. Private Cloud. Local Data Centers.

Your business has valuable data and critical information that needs to be securely stored. RDI Cloud Hosting is a private, secure alternative to other cloud services that already exist in larger enterprises such as Amazon or Microsoft. As a trusted local provider of secure cloud hosting, RDI is a company you can put a face to and trust. By allowing granular controls of permission to access the files that you share internally or with outside recipients, a higher level of security is achieved.

Moving Your Services to the Cloud

Transitioning your business to a managed cloud allows you to choose which IT functions you wish to manage in-house, while leaving all the rest to RDI. The advantage of this is that our managed cloud services can include infrastructure and application-level support to enable smoother business operations.

Our engineers manage not only the security aspects, but firewalls, virtualized servers, cloud computing, file storage, networks, and operating systems. RDI also offers cloud management for more complex tools and application stacks that run on top of that infrastructure. This enables businesses with a customizable approach to a private cloud without the added hassle of working with a large, expensive provider.

More Predictable Data Costs

Another of the many benefits of RDI Cloud Hosting is that our services move businesses into an affordable and predictable business model where managed services are purchased on an as-needed basis without the requirement for large amounts of capital. With RDI managed services, businesses more easily maintain hosting advantages that allow for scaling up or down as needed and are better able to predict costs.





Top Features

Private & Local
Our private cloud and hybrid cloud services accommodate security and privacy from a local business you can trust.

Security
Get the enhanced security of a dedicated, isolated network and computing, with cloud storage layers.

Customization
Customizable, dedicated computing storage, and networking components to best suit your needs.

Performance
Gain performance advantages over the public cloud, with dedicated resources for your business.

Domain Management & Web Hosting
We manage DNS, domain registration, domain renewal, SSL certification, DNS verification/ validation, and website hosting.

Eliminates Bandwidth Bottleneck
Eliminates bottlenecks of asymmetrical Internet connections, which is the leading performance problem faced by small businesses using VPN's to connect multiple sites.

Cloud Services & Virtualization
Includes high-availability, fault tolerance, and real-time multi-location replication.



A Well-Designed Backup Solution Can Help Protect Your Business From Hardware Failures, Natural Disasters, & Ransomware.

321-Backup®

Flexible, Effective, & Affordable Data Backup & Recovery Solutions

Protect Your Critical Data

Data backup and data recovery are essential to all businesses. Today's businesses often have data spread across many locations, on different networks, and also stored in cloud services such as Microsoft 365, G Suite and others. Businesses also need to protect PCs, servers, VMs, and the configuration of other equipment. The experts at RDI can assist you by implementing state-of-the-art 321-Backup solutions which reduce costs, while protecting all of your data and your business.

> "If it is worth keeping, it is worth backing up."
>
> — T.E. Ronneberg, Web Developer

RDI's Secure, Encrypted Offsite Storage

RDI is a Veeam cloud provider and provides managed backup services allowing continuous monitoring of backup systems with optional offsite replication to RDI. RDI operates two secure, fiber-linked data centers with a variety of options to fit the needs of your business.

Causes of Data Loss

- Human error, accidental deletions
- Sabotage, intentional deletions
- Fire, floods, & natural disasters
- Hardware/software failures
- Cryptographic malware, viruses, & hackers
- Data corruption

Additional Considerations for Your Backup Planning

There are many other considerations, such as the location of the data, the size of the data to be backed up, bandwidth availability, permissions, how frequently data changes, hardware, operating system versions, and how data is expected to be restored.

- RTO or Recovery Time Objective is a measure of how long your business can operate without servers or applications needed to run the business.
- RPO or Recovery Point Objective is a measure of how frequently backups need to occur to prevent your business from losing data if a failure were to occur.

RDI Designs a Strategy Right for You

RDI offers customizable 321-Backup plans that meet scale with your business. Our plans cater to your business to reduce the risk of data loss and downtime.

Some core features included with modern backup solutions are: hybrid on-premise and cloud backup, block-level de-duplication, data mirroring, backup of virtualized systems, web-based management, management dashboard, email alerts, bare metal restore, system state backup, and more.

Give the experts at RDI a call for a no-obligation consultation for any of your backup needs.

Offering Feature-Rich Strategies to Protect Your Data

- 24/7 Monitoring
- Military-Grade Data Encryption
- Office 365 Data Backup
- Offsite Replication
- HIPAA & PCI Compliant
- Hot Standby Image Capability
- Individual File Recovery
- System State Backup
- Bare-Metal Restore Capabilities
- Secure Data Archiving
- Backup Files & Folders
- Network File Backup



Security Cameras & Door Access

Holistic Approach to Protect Any Location

Stay Vigilant in a Volatile World

We live in a world where we cannot predict when and where trouble will occur. Security camera systems have now become the standard of due diligence for businesses and government to protect themselves from liability whenever accidents or issues arise.

Protecting your staff, visitors, business, and equipment are all important considerations in implementing a security camera system. Our IP-based systems are designed to do just that with clear, high-resolution images which leverage your underlying Ethernet network.



Remote Viewing on Any Device for You & Emergency Responders

Remote Viewing From Any Device

Security camera systems act as your eyes and ears when you're not around, and native IP-based camera systems allow you to remotely view your offices from any PC or mobile device at any time.

Law Enforcement Visibility

RDI offers Thinix E911 View™ — Remote E911 view-only access, enabling emergency remote viewing configurations for law enforcement and responders to assist in a crisis situation by providing eyes inside and outside your buildings.

Latest Camera, VMS, & NVR Systems

Our camera systems utilize the latest cameras which are capable of 4K video with low-light capabilities. Camera and video management systems (VMS) now incorporate AI (artificial intelligence) to help recognize motion, people, events, and objects. These systems use advanced technologies to save you hundreds of hours when looking for an event and once found, allow you to quickly export images and video.



Industry-Leading Products

RDI partners to bring you the latest, most reliable technology at affordable prices. RDI is proud to be a Milestone Systems partner. Milestone Systems is an industry-leading video management solution (VMS) which can integrate over 7,000 different cameras into one cohesive system. This open solution allows more flexibility to accommodate changing technology — allowing for future adaptation as needed.

Network-Based IP Secure Door Access

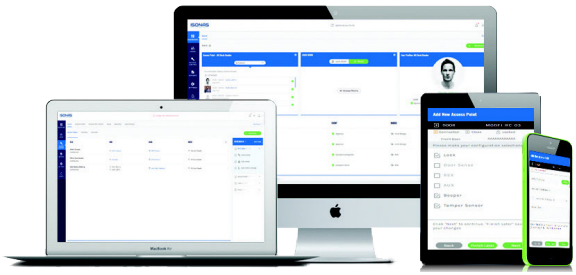
In collaboration with industry-leading technologies, RDI offers proven door access control solutions that use network-based IP technology. Unlike traditional panel-based options, we eliminate the need for cumbersome panels at each entry point. No more complicated wiring or costly power supplies. Our access control systems are not only a simpler and smarter alternative to door entrance security, but they are aesthetically appealing.



Access Panels

Manage Your Door Security in Real-Time

Our innovative access control systems enable you to manage multiple locations in real-time through your existing network. By providing a single data cable for power and connectivity, each entry point is less cumbersome and can be monitored; even from the comfort of a mobile device.



The access platform provides a complete control system, allowing for full installation, administration, and management of the door access hardware. The modern user interface establishes a new standard for ease-of-use in managing an unlimited number of access points across locations through a mobile device, tablet, or modern browser.

Ongoing Support

RDI knows that you need a trusted partner and support for your system and offers Thinix ProCam™ support plans to fit the needs of your organization.



AV Conferencing & Collaboration

Messaging, Streaming, & Teleconferencing to Drive Collaborative Business

Modernize Your Meeting Space

From the time employees and clients hit your lobby, let technology welcome them with important messages, branding, and news. Presentations, conferences, video calls, and interviews underscore the need for AV (audio-video) enabled shared spaces. Our staff is happy to help you make your meeting room a hub for easy communication, streaming, and collaboration.

Our team offers thoughtful, well-planned systems that integrate LCD projectors, screens, teleconference systems, speakers, and more. Our diverse AV options are acoustically-optimized to fit your space – ideal for any meeting room, training room, conference room, or presentation space.



Visually Enhanced Messaging

With everything from beautiful displays to sophisticated room controls and AV distribution, RDI has solutions that cater to your needs. In addition to offering a bigger image, today's conference room projectors provide greater brightness (lumen output), which can operate clearly in both dark and lit rooms, and are sleek enough to integrate into any environment.

Web-Grade Streaming & Archiving

We offer live streaming capabilities and optional video archiving so that events, meetings, webinars, etc. can be easily shared post-meeting or archived for later review. By providing seamless video technology, RDI helps you enable presenters to share information more effectively with meeting attendees.

We have partnered with several companies to enable web streaming — from planning to control, to hardware, network, and firewall configuration and streaming platform hosting.

Video Conferencing & Streaming Made Easy

Streaming capabilities make it possible to video conference or teleconference with anyone you so choose. With state-of-the-art displays and simple controls, our systems enhance any space that they are in. With the press of a single button on a touch panel or keypad, users can start their presentation and also stream it if desired. There is no need to worry about dimming lights, lowering screens, or turning on/off several pieces of equipment.

We are a leader in networked AV, which allows content to be streamed over an existing network. With centralized management tools from RDI, IT staff can proactively monitor the system, so the room is always working and available.

Connect With Staff & Clients

Agile work environments have redefined how modern employees work. With a focus on casual, impromptu meetings and instant collaboration, activity-based employees are encouraged to collaborate. One of the best ways to collaborate is through industry-leading AV solutions.

Our meeting room AV design allows attendees or presenters to share content from boardroom to boardroom, or huddle room to lunchroom, or from any space to another. Anything is possible. With professional speakers and teleconference systems, RDI enables systems for environments such as city councils, businesses, government, healthcare, and more.









RDI uses 3D models and EASE to see and hear the completed project in your environment prior to installation.

Tailored AV Services

Community Rooms & Flexible Conference Spaces

Trusted AV Experts

With around 40 years of audio-visual (AV) experience, RDI provides professional solutions for all types of meeting spaces, offices, retail, and manufacturing facilities.

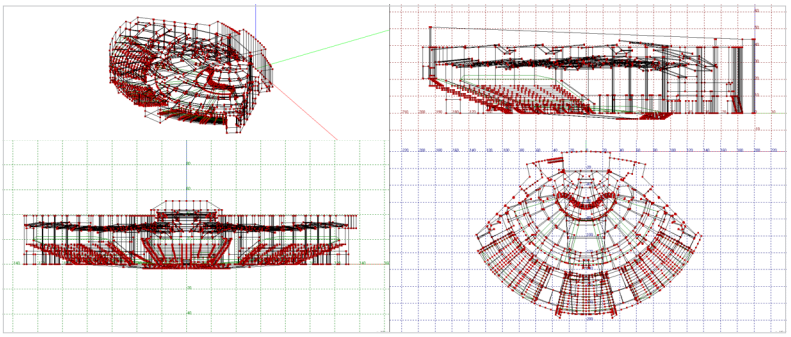
RDI background music and paging systems seamless integrate with your business's phone system.

RDI is an award-winning, Midwest audio-visual industry leader that has completed thousands of projects. With over 100 certifications and 200 years of combined audio-visual experience, RDI staff designs, installs, and manages a wide variety of AV services.

Background Music & Paging Systems

Background music is paramount to a pleasant customer experience. For both audible comfort and functionality, our background music systems play music or seamlessly integrate with your business' phone system to generate pages or automated announcements.

Our systems easily interface with any high-quality digital commercial music service and provide a superb sounding system to impress your customers and improve your employee satisfaction. RDI provides intelligible sound quality, ease of use, and state-of-the-art features to fit your background music and paging needs.



Tailor-Made AV for Your Environment

RDI provides custom-engineered audio-visual systems for all types of facilities include churches, courtrooms, auditoriums, events centers, arenas, hotels, and numerous other spaces.

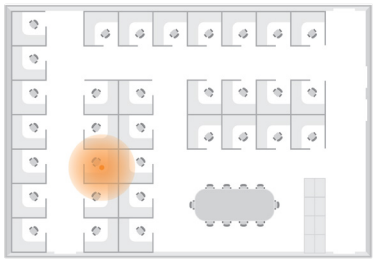
Because acoustical environments can vary so greatly from location to location, RDI is well equipped in state-of-the-art acoustical mapping. By acoustically mapping a location, RDI can engineer the best speaker placement for peak sound coverage. This ensures consistent sound quality across any space and delivers your message clearly, no matter what your unique space may need.

Increase Privacy With Sound Masking Systems

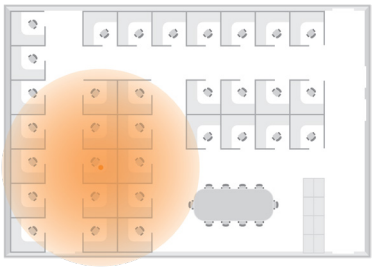
Wherever the exchange of confidential information is shared, speech privacy is a principal concern. In facilities where cubicles/offices are close, private conversations can easily be overheard up to 50 ft. away.

Sound masking works by adding ambient sound to any space to make the space seem quieter. It sounds counter-intuitive, but it actually works. This is because added sound reduces the intelligibility of human speech. When employees can't understand what someone is saying, their words are less distracting. In fact, employees probably don't even notice them. RDI sound masking system helps your business reduce noise distractions to help mitigate confidentiality risks and create a more comfortable and productive environment for office staff.

With Our Sound Masking



Without Sound Masking



Community & Convention Centers

RDI provides a full spectrum of services for multi-purpose spaces from guest WiFi to AV projector systems. Our AV solutions feature quality wireless microphones with automatic mixing and digital controls, video presentation systems, flexible controls, and the capability to host multiple, simultaneous events. With user-friendly technology and professional equipment, RDI partners with industry-leading vendors to deliver the best AV systems for community and convention centers.

With commercial-grade hardware, RDI engineers design AV systems to function seamlessly in community buildings and convention centers. If your business requires a wireless system with multi-zone capabilities, you can select a system with audio zoning or volume zoning to control sound from your smartphone or tablet. With an RDI system, we enable businesses to transform neighboring rooms or separate rooms into discrete meeting spaces.



Mobile Touchscreen Control Panel



FamilySafe® WiFi

Achieve Strong, Reliable, & Secure Wireless Networks

Connectivity You Can Depend On

WiFi can mean so much more for a business than basic connectivity. RDI uses FamilySafe® WiFi services to help improve customer satisfaction, increase return business, create digital engagement opportunities, and deepen the understanding of their businesses and customers. By providing secure, high-capacity WiFi access to employees and visitors, you are able to strategically protect your business data, networks, and end-user privacy.

Delivering dependable signal strength, enterprise-grade Access Points (APs), and 24/7 GuestFirst™ Support, RDI provides a smooth and safe WiFi experience for all. RDI offers managed wireless network services to install, troubleshoot, upgrade, and maintain a wireless network for any SMB or enterprise. Depending on your business needs we can also engineer traffic-shaping and rate-limiting for your wireless network.

Built-in WiFi & User Security

We offer user-isolation to prevent the spread of threats between devices on your wireless network. RDI provides optional FamilySafe WiFi filtering and acceptable use policies that allow you to block unsafe and inappropriate content/websites. With these additional security layers, RDI ensures that your business can offer a secure WiFi network to your employees and visitors alike.



RocketFailover®

Say Goodbye to Internet Downtime

RocketFailover Device
& iStatus Probe

Maximize Connectivity & Productivity

In today's Internet-based world, an overwhelming majority of everyday tools are web or cloud-based applications that depend on Internet connectivity (like CRM software, email, and web servers). Connectivity issues with these applications can result in loss of productivity and can potentially lead to missed deadlines, loss of clients, and loss of revenue.

RDI mitigates connectivity issues for both simple and complex networks. We offer one of the world's leading 5G & 4G LTE backup Internet solutions, RocketFailover®, to keep businesses connected when the Internet goes down with automatic failover. RocketFailover is PCI and HIPAA compliant and includes data pooling, iStatus® Connection Monitoring, powerful nationwide coverage, and world-class support.

Keep VoIP Systems Online

Does your business use a VoIP phone system? RocketFailover can help increase VoIP reliability too. SD-WAN routes Internet traffic that's high-priority and/or latency-sensitive such as VoIP and video conferencing over high-quality WAN connections — this prevents things like losing call quality, call lagging, and intelligibility issues.

IoT Based Network Monitoring

iStatus allows you to monitor all Internet connections across all of your business locations. iStatus leverages state-of-the-art, AI-based technologies to monitor your network and provide IntelligentAlerts™ to you when an issue occurs. With ConnectionValidation™, connections are continuously validated to ensure your 5G & 4G LTE backup is always ready.

Maximize Productivity

Ensure employees can remain on task and eliminate unproductivity in your business due to Internet outages.

Automatic Failover/Failback

Internet traffic is seamlessly routed to your backup connection when the primary connection goes offline, and back again when the primary comes back online.

Better Monitoring & Insight

iStatus Connection Monitoring gives management key insight into your network connections so issues can be quickly identified & resolved.

Improve Efficiency

Increase efficiency by always having critical operations running on the strongest connection possible.

iStatus®

Distributed, Connectivity Management Platform

IT Doesn't Have To Be Complicated

Monitoring and managing the connectivity of your business is easier than ever—no more weeding through complex data to figure out network problems. iStatus enables you to view the status of your Internet connections, monitor your data usage, and improve performance for business critical applications in a single pane of glass.

As business move more things to the cloud, monitoring everything is logistically challenging and requires around-the-clock management. However, iStatus solves these management challenges with revolutionary AI technology to give coveted insight into your network.

Stay Informed & Proactive

iStatus monitors the status of your Internet connections and network targets in real-time to keep you informed on your network's health. With IntelligentAlerts™, you better solve issues before they impact your daily operations.



iStatus Probe

Included With RocketFailover!
(Page 27)

iStatus is a low-cost IoT-based solution that integrates with any network regardless of your network hardware and ISP. Stay informed 24/7 with the smartphone app.

Monitor Connectivity to Your Cloud Apps (PMS/POS), Network & IoT Devices

AI Engine Detects Instances of Insufficient Bandwidth

Analyzes Connection Health, Detecting Both Short & Sustained Congestion Issues

Managed Dashboard, Alerts, & Reporting for Large Enterprises

Easily Improve Your Network Security With iStatus Security™ Features

iStatus ArpWatch™

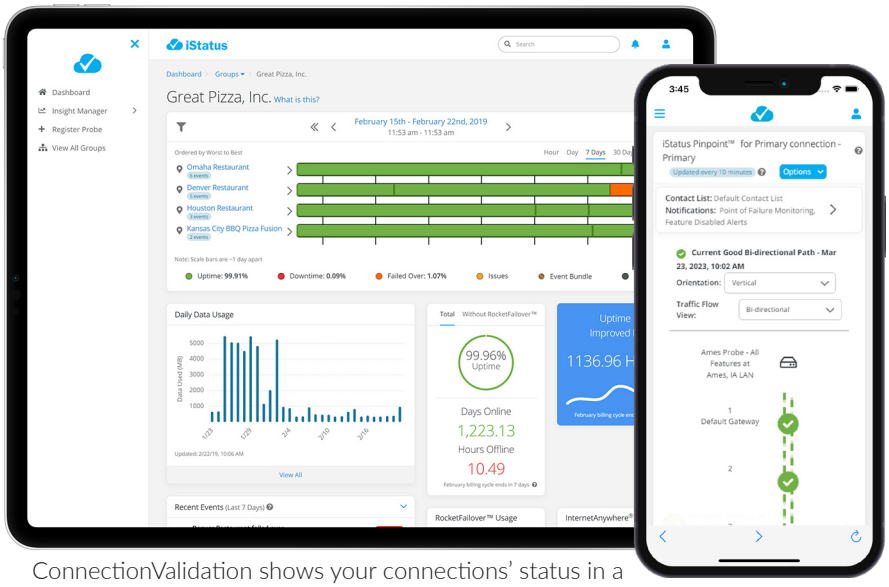
Detects & alerts you to new/rogue devices on your network

iStatus ChangeDetection™

Detect unauthorized, critical DNS & gateway IP address changes

iStatus DDLD™

Dynamic Data Leak Detection alerts you to misconfigurations & data leaks



ConnectionValidation shows your connections' status in a timeline view (tablet) while Pinpoint shows your path and points to the internet (smartphone).

ConnectionValidation™

ConnectionValidation is a patented iStatus technology that continuously tests and validates your connections so you know their status at all times.

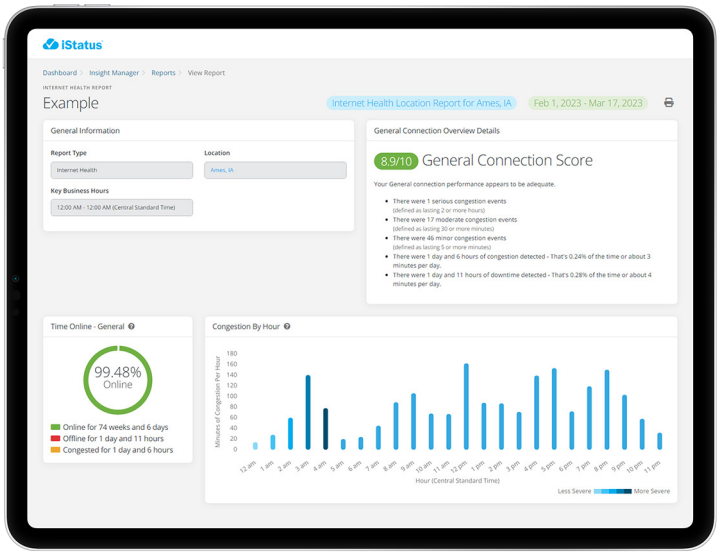
iStatus Pinpoint™

With the unique and patent-pending feature, iStatus Pinpoint, you can quickly identify the exact point of connectivity failure. This saves you time and money spent troubleshooting and resolving the issue.

Historical Reporting & Trend Analytics

iStatus reporting allows insight to be correlated across network targets and locations. With reports like the Internet Health Report, you can see your Internet's performance over each month and notice when networks become increasingly unusable or congested over time (degradation).

This knowledge allows executives to understand if network issues are affecting daily operations and how iStatus assists in improving your overall network health.



Example of an Internet Health Report



We Do It All!

PC & Server support, WiFi, Firewalls, networking, AV systems, 5G & 4G LTE data services, mobile devices, security cameras, virtualization, email filtering, cloud services, endpoint security, antivirus & more.

RDI Technology Management & Support Programs

IT Support & Technology Planning to Drive Success

Creating a Strategy That's Right for You

Businesses and governments face a wide range of challenges when maintaining their technology. Whether it's applying system patches and security updates, providing user support, or planning and budgeting for future upgrades, there is a lot of ground to cover. Having a strong, knowledgeable partner that can not only manage a wide range of technology, but can also courteously support your users, ensures business continuity and peace of mind.

Since 1984, RDI has been teaming up with businesses to offer technical knowledge, friendly support, and full-circle service. By working together, RDI designs a technology roadmap and support plan to best fit your business and budget.

> "Support plans are a true win-win, allowing our customers to reduce costs and also increase efficiency in supporting their technology."
>
> — Anthony Clark,
> Business Development Manager

Support Plan Overview

Because technology needs vary from business to business, RDI offers tailored IT support programs to fit your business size. RDI can provide one-stop, end-to-end support for all your technology needs or, in more intricate cases, RDI can provide advanced support to assist your IT staff manage the highly complex IT issues.

If you have an IT team, we don't replace them but provide additional layers of support, filling in their knowledge and skills gaps as needed. Importantly, when you have turnover in your IT team, we can help bridge those gaps as well as provide coaching and documentation to ensure a seamless transition.

Turn Your Technology Problems Into Competitive Advantages With RDI!

Technology problems slowing you down? Tired of going it alone? Want to avoid the risk of dealing with multiple vendors and gaps in your technology support strategy? Partner with RDI and make technology hassles a thing of the past!

Do-It-Yourself Support



- **Multiple Vendors** — Confusion on who's responsible for various technology.
- **Finger Pointing** — Difficulty pinpointing where issues occur and which vendor to call.
- **Unpredictable Costs** — Expensive break-fix costs can break your budget.
- **Data Loss** — With multiple providers it can be difficult to keep track of all your data.

Technology pain makes your job harder than it needs to be.

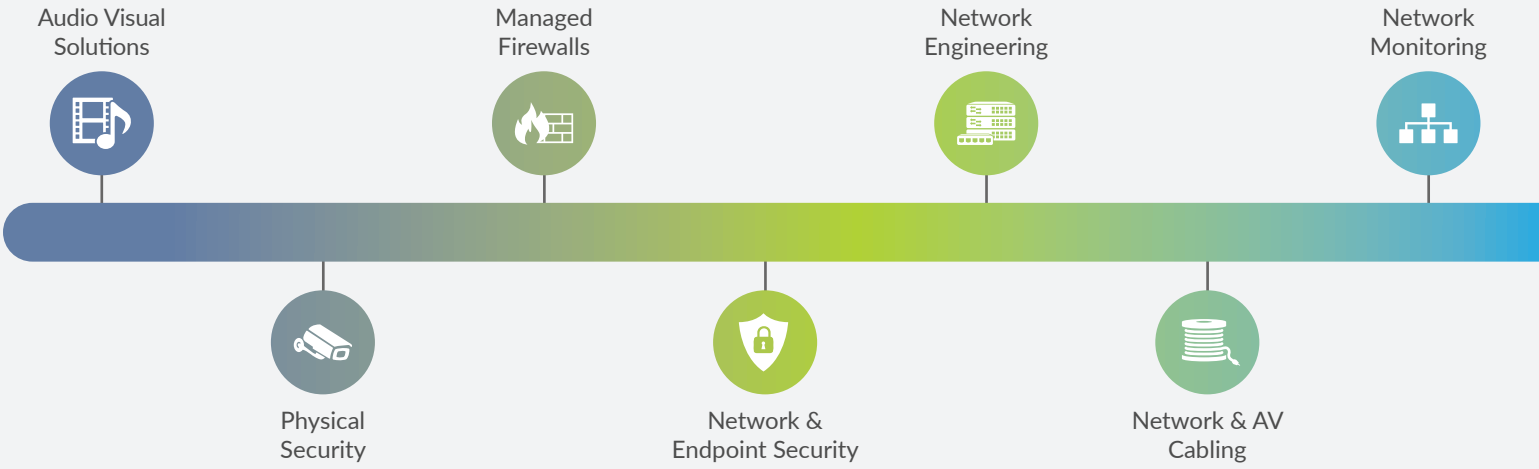
RDI Managed Support



- **Single Vendor** — A partner you can trust for all of your technology needs!
- **Accountability** — Best Service! As the sole provider, never question who to call.
- **Predictable Costs** — Consistent monthly billing determined by your bundled price.
- **Rock Solid Backups** — We plan and prepare for the worst to ensure your data is safe.

We make life easy with simple answers to your complex problems.

Partner with RDI to move past IT bottlenecks and turn technology into your strategic business advantage.



Managed Services Menu

End-to-End Products & Managed Services to Help Your Business

Audio Visual Services

AV Streaming Services
For web cameras, business meetings, churches, sporting events, & more.

Teleconference Systems
Professional, quality speakers, automatic echo canceling microphone(s), & high-end planning for huddle/board rooms.

Sound Systems
Speakers, wireless mics, mixing boards, & control panels for auditoriums, event centers, conference rooms, arenas, sports complexes, & more.

Acoustical Mapping & System Design

Consulting, Design, Integration, & Management

Low-Voltage AV Cabling



Data Center/File Storage Services

Cloud & High-Availability Virtual Hosting
For servers, VMs, & firewalls in our data center.

Onsite Advanced VMware Virtual Environment
Locally host and scale virtual machines, servers, & infrastructure.

Onsite/Offsite Backup System Hosting
Solution options include virtual servers with dedicated or shared NAS, dedicated or shared SAN, hosting of dedicated physical backup appliances & more.

Onsite/Offsite Data Archiving Solutions

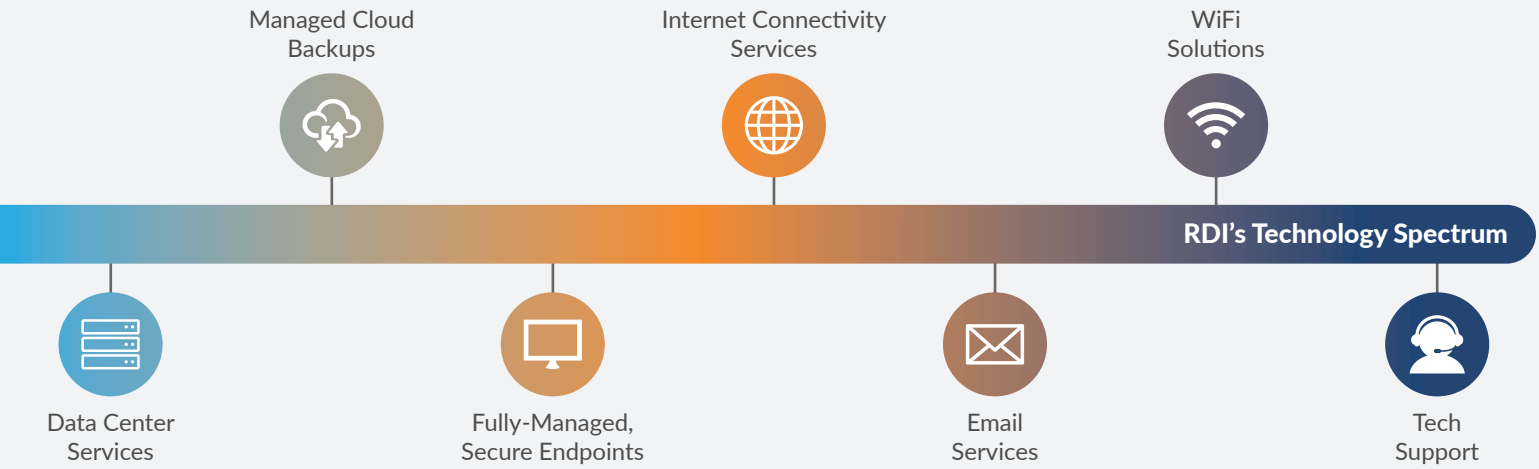
DNS & Web Services

Redundant DNS Hosting

Secure DNS Zone Hosting (Add-On)

Web Hosting

Domain Management
Domain registration & renewals. Includes private registration, annual paperwork for ICANN, expiration monitoring, and we handle all inquiries from the registrar and external parties.



Email Services

Email Filtering
- Basic.
- Data Loss Prevention (DLP).
- Advanced Threat Protection (ATP).

Email Hosting
- Microsoft 365, Basic.
- Microsoft 365, Unlimited.
- Microsoft 365 + Web Apps.
- Microsoft 365 + Desktop Apps.

Additional Email Security
- Security awareness testing, user training, encryption, & archiving.

Optional Add-On Cloud Filtering



Information Security Services

PCI & HIPAA Compliance Scanning

Multi-Factor Authentication Services

Thinix AssuredSecurity®
- Managed endpoint protection for PCs.

Firewall Rules Analysis & Mapping

Device & Asset Management
- Manage physical hardware, licenses, & warranties.

Managed Connectivity Solutions

Managed FamilySafe® WiFi
- 24/7 support, heat map testing & design, in-wall AP options, & scalable solutions.

RocketFailover®
- Fully-managed 5G & 4G LTE backup Internet with automatic connection switching & iStatus.

iStatus® Monitoring
- ConnectionValidation™, network performance & security monitoring, reports, & IntelligentAlerts™.

InternetAnywhere®
- Fully-managed, mobile 5G & 4G LTE hotspot with static IP address & plug-and-play hardware.

AkativeSD™
- Fully-managed 5G & 4G LTE backup Internet & iStatus for SD-WAN, VoIP, & latency-sensitive traffic.

Managed Cloud Backup Solutions

Endpoint Managed Cloud Backups
- Managed cloud backups with high-speed, on-premise recovery for Windows Endpoints

Server Managed Cloud Backups
- Managed cloud backups with high-speed, on-premise recovery for Windows Servers.

321-Backup®
- Proactive, Redundant Backups.

Enterprise Data Backup Solutions
- Varying packages to support SMBs & enterprises with varying levels of data security to match your needs.

Continued On The Next Page

Managed Firewall Services

Comprehensive Managed Firewalls
Managed firewalls, managed updates, offsite logging, monitoring, & alerts. Includes firewall license renewals, license tracking & license management.

Managed Firewall As A Service
Fully managed firewall provided as a monthly subscription service. Zero CapEX, affordable, & predictable monthly OpEx pricing.

MSSP Firewall

Firewall Log Hosting/Offsite Log Storage

Network Engineering & Monitoring

Network Engineering
Expert network architecture, planning, & hardware configuration (switches, firewalls, endpoints, VPNs, etc.) .

24/7 Security Operation Center (SOC) Services

Lifecycle Management & Planning

Network Monitoring
Comprehensive, remote-agent-based network monitoring, logging, & alerting.

Advanced Distributed Network Connectivity & Performance Monitoring
Single pane-of-glass visibility of all connections across all business locations. Data usage monitoring, alerts, & reporting (iStatus®).

Emergency Loaner Hardware

Technology Hardware & Network Cabling
Routers, switches, racks, physical CAD layouts, power system & UPS design, thermal & cooling design, & Ethernet & fiber cabling.

Cybersecurity Services

Security Operations Center (SOC) & Managed Detection & Response (MDR)
24/7 threat monitoring, detection, and incident response for your network.

End-User Security Awareness Training

Enterprise Password Management

Physical Security Services

Security Cameras
HD cameras with power over Ethernet & optional data archiving.

Network-Based IP Secure Access Control System

Sound Masking

Voice Evacuation Systems

SSL Certificate Services

SSL Certificate Management
SSL certificate registration, management, & renewals. Secure your web servers, email servers, & business application servers.

SSL Certificate Monitoring

Other RDI Services

RDI Technology Management & Support Programs
Tailored, flexible programs that encompass proactive IT support and consultation for any RDI managed technology or services.

Managed Licenses, Warranty, Agreement Tracking, & Renewals
Tracking of licenses, agreements, and warranties for Microsoft, VMware, WatchGuard, HP, Cisco, & other vendors. We handle warranty expiration notices, tracking of licenses, purchases of license upgrades, and hardware warranties, RMAs, & lifecycle replacements.



Delivering The Best For Our Customers

Partnered With Industry-Leading Vendors

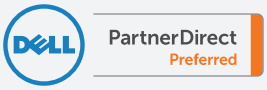
















































































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Built on a Foundation of Trust

"Trust is something you accumulate over a lifetime and can lose in an instant. At RDI, we promise to work hard, to do the right thing, to provide exceptional service, and to always work to earn and maintain the trust of our customers."

– Don Van Oort, President
RDI

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