



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



Award Winning Projects With
17,500+ Completed



Our World-Class Technology is
Used in Over 120 Countries



Dedicated Staff With
100+ Certifications



About RDI

At RDI, helping customers with their diverse and ever-changing technology needs is why we exist, and these ongoing challenges drive our team to continue to learn and adapt.

From our foundation in 1984, we have worked hard to help customers while keeping their best interests in mind. 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 at affordable prices. Our foundation is based on Midwestern values, where there is 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.

In 2014 and 2015, RDI was recognized by Inc. Magazine as one of the fastest growing privately held companies in the United States. In 2019, RDI earned a coveted spot on the CRN Magazine – Managed Service Provider (MSP) 500 List. “The CRN 500 list recognizes the top technology providers and consultants in North America whose forward-thinking approach to providing managed services is changing the landscape of the IT channel.” – Computer Reseller News

We would be honored to assist you with any of your technology needs. Please review the information enclosed and contact us for a free, no-obligation consultation.

RDI Top Solutions

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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

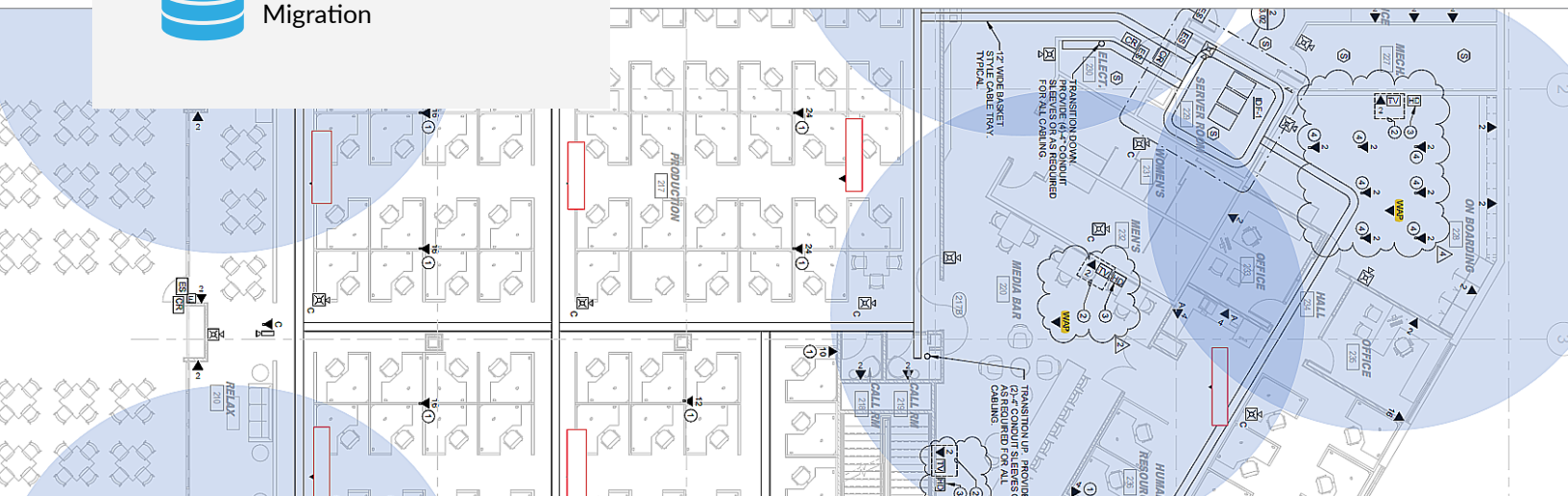
Planning, Design, & Installation for Secure Network Environments

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!

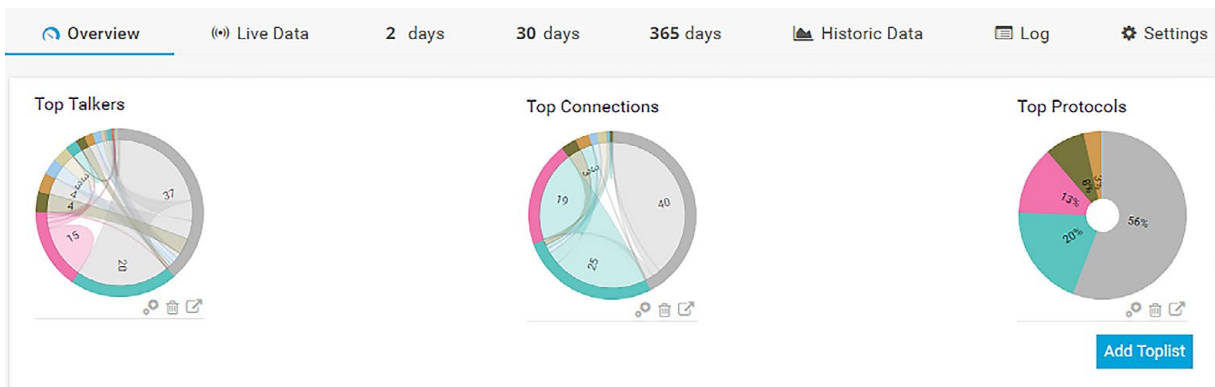
Designing, Planning, & Integration

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.



From simple cutovers 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:

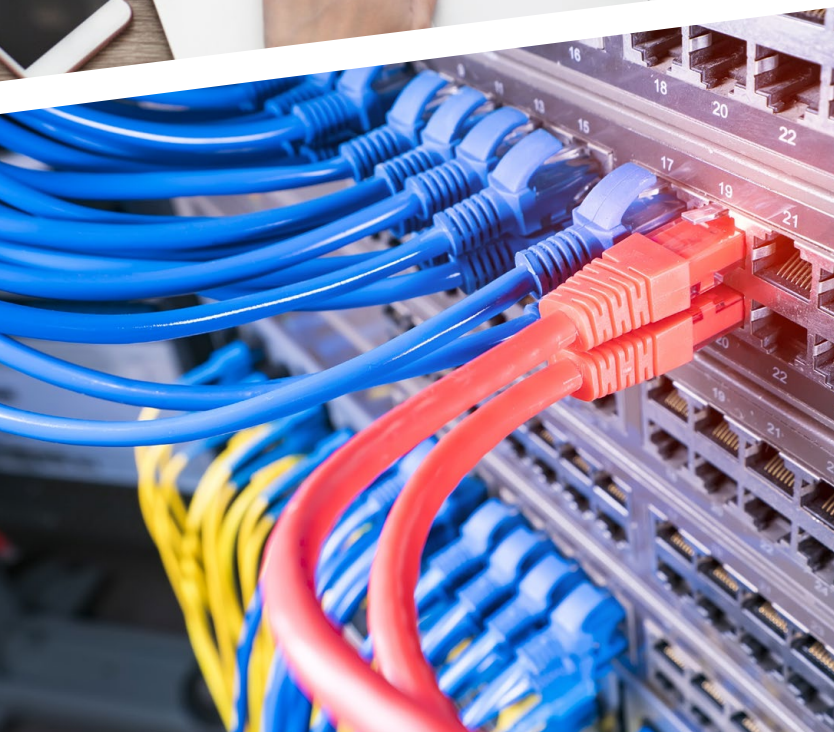
- Power System & UPS Design
- Ethernet & Fiber Cabling
- Thermal Load & Cooling Design (Temperature Regulation)
- Routers & Switches
- Rack Layout & Design
- Physical CAD Layouts

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





Network Security & Managed Firewalls

Secure & Resilient Networks
With Best-in-Class Management

Our experienced engineering team addresses your entire threat landscape with end-to-end network security protection, policies, best practices, and threat intelligence. 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.

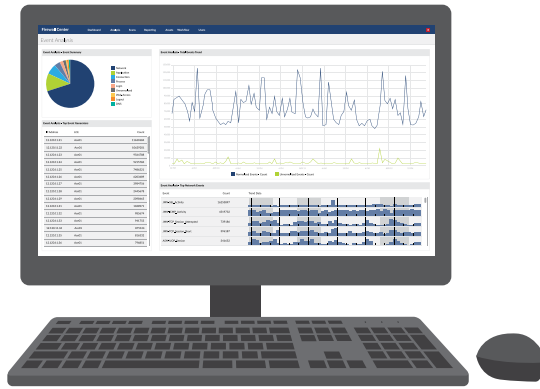
Fully Managed Security

As a fully managed solution, we free up internal IT staff from the day-to-day security tasks, allowing them to focus on other initiatives. We design, configure, install, manage, monitor, and maintain network security for your enterprise. Complete with 24/7 firewall protection, our experts manage your network security and firewall, including software updates, and patches.

Secure Networks Use Quality Firewalls

Firewall management is resource-intensive and requires a high-level of expertise to prevent unauthorized access and costly breaches. Devices must be provisioned, deployed, upgraded, patched, and constantly re-evaluated to stay ahead of the latest threat vectors. It's no longer enough to leave your security on autopilot. Our firewall management service provides firewall administration, log monitoring, and security to safeguard intellectual property, and customer records.

RDI managed firewalls protect critical attack areas, including URL filtering, granular control of website accessibility, and data loss prevention. Our firewalls are fully managed to ensure your network security remains at optimal performance.



The Importance of Offsite Logging

You wouldn't install a security camera system without the ability to record what happens. You also should not have a business firewall without offsite logging to record network traffic.

When hackers penetrate business networks, they typically delete the log files to hide their activity. When you have your logging at an offsite location, hackers are thwarted from easily accessing the files and deleting all copies.

Powerful Firewall Features



Intrusion Prevention Service (IPS)

Don't let malicious activity run amok in your network. RDI's Intrusion Prevention Service (IPS) shuts intrusions down.



Packet Filtering

Multi-gigabit packet filtering and transparent proxies mean true, line-speed security inspection on all traffic.



User-Application Control

Have highly granular control by category, application, or application sub-function to keep your network flowing and your environment safe.



APT Blocker

Our Advanced Persistent Threats (APT) Blocker gives you all the power, without the fear of complex implementation rules.



Secure, Offsite Logging

With offsite data logs, RDI protects your network information from external threats and provides immediate security alerts if there's suspicious network activity.



Security Audits

If applicable, RDI managed firewalls allow reports to be generated for PCI and HIPAA audits to ensure compliance standards are met.

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.



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.



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.



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.



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.



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.



Physical & Virtual Server Monitoring

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

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 LARGEST
SINGLE SOURCE OF NETWORK BREACHES —
70% OF NETWORK
BREACHES
ORIGINATE FROM ENDPOINTS.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.

Note¹ — Effective Incident Detection and Investigation Saves Money, IDC, 2016

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.



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 & Security

Secure, Layered Email Filtering & Defense

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.

Effortless Email On-The-Go

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.



Email @your-company.com

Give your business a professional look with email @ your domain name.



Spam & Virus Protection

Our premium filtering keeps your inbox virtually free of spam and viruses.



Secure & Private Email

We will never read, sell, or scan your email content for advertising purposes.



Optional User-Education

Our staff can provide education on how to avoid potential email threats.

The Email You Deserve

Choosing the right email hosting package can have a large impact on the way you do business. Not sure what to choose? RDI experts listen to what your business needs and recommends the best service to meet your budget.

	Filtering	Data Loss Prevention	Advance Threat Protection	Encryption	Archiving
Basic	✓				
Business	✓	✓	✓		
Advanced	✓	✓	✓	✓	
Professional	✓	✓	✓	✓	✓

Advanced Threat Protection

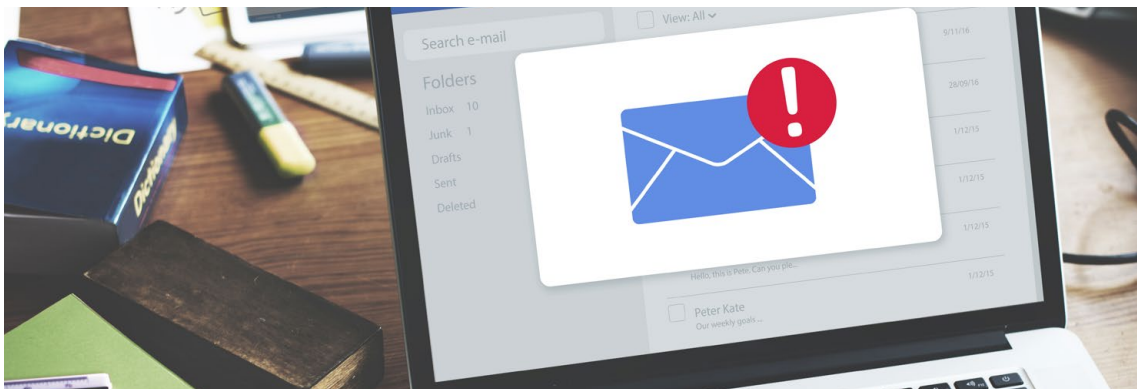
While operating with Office 365 is efficient, for many, it can also make your organization more vulnerable to malicious emails and threats. Improved productivity, convenience, and collaboration are not worthwhile if it means leaving your network vulnerable to email security threats. That's why RDI works to provide advanced security for our managed email services.

Your organization can prevent the loss of confidential information like social security and credit card numbers, all while encrypting messages that contain valuable internal data. With optional archiving, RDI email packages can securely retain emails for easy accessibility.

RDI Keeps You Ahead of Threats

With a large number of vulnerabilities starting with a targeted email attack, you need to protect your users, data, and assets. Email-borne data theft, malware, spam, and phishing attacks have become increasingly sophisticated. They lead to business disruptions as well as a loss of trust and reputation.

As a cloud-based security service, RDI offers additional add-on security/filtering protection for Office 365, which is scalable and flexible enough to process mail for small businesses, large enterprises, or governments' accounts. With this cloud infrastructure, security scales to the needs of your business and handles email surges all the while keeping email-based threats from ever reaching your network.



Server Virtualization & SANs

On-Site 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*



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 realtime data mirroring between locations for critical geographic redundancy.

SAN Solutions*

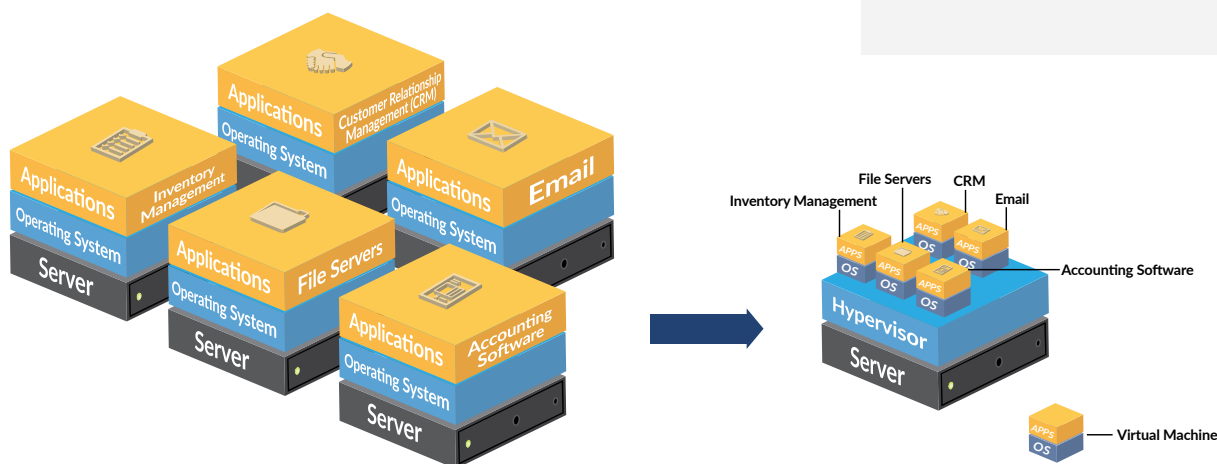


Compellent

Synology® PARTNER



Hewlett Packard
Enterprise



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.

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

*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.

Data Backup & Recovery Solutions

Simple, Flexible, Effective, & Affordable

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 Office 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 solutions which reduce costs, while protecting all of your data and your business.

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 datacenters 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

"If it is worth keeping, it is worth backing up."

— T.E. Ronneberg, Web Developer



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 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

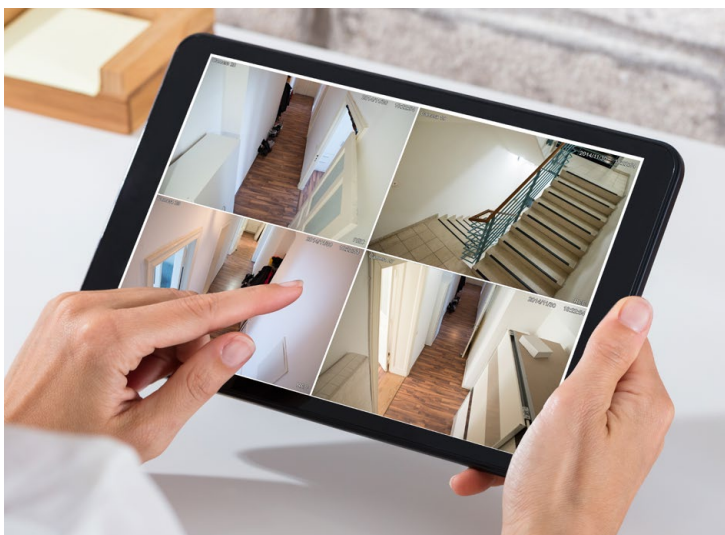
Holistic Approach to Protect Any Location



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

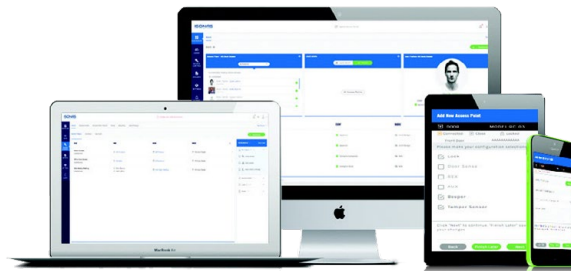
In collaboration with industry-leading technologies, RDI offers proven door access control solutions that use network-based IP technology. Unlike traditional panel-based options, we eliminate the need for cumbersome panels at each entry point. No more complicated wiring or costly power supplies. Our 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 (lumens 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.





Additional AV Services

Community Rooms & Flexible Conference Spaces

Trusted AV Experts

With over 35 years of audio-visual (AV) experience, RDI provides professional solutions for all types of meeting spaces, offices, retail, and manufacturing facilities.

RDI is an award-winning industry leader in the audio-visual industry. With over 100 certifications and 200 years of combined audio-visual experience, RDI staff designs, installs, and manages a wide variety of AV services.

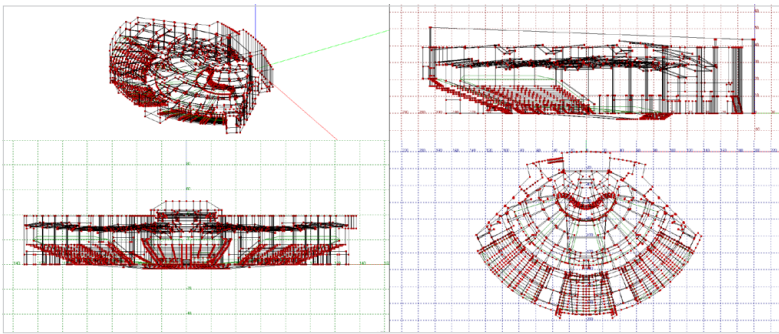
RDI background music and paging systems seamless integrate with your business's phone system.

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.

Community & Convention Centers

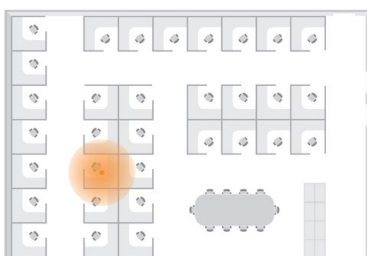
RDI provides a full spectrum of services for multipurpose spaces from guest WiFi to AV projector systems. Our AV solutions feature quality wireless microphones with automatic mixing and digital controls, video presentation systems, flexible controls, and the capability to host multiple, simultaneous 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.

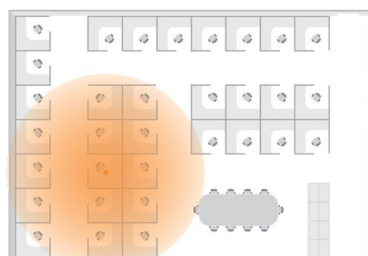


Mobile Touchscreen Control Panel

With Our Sound Masking



Without Sound Masking





Managed WiFi Solutions

Achieve Strong, Reliable, & Secure Wireless Networks

Connectivity You Can Depend On

WiFi can mean so much more for a business than basic connectivity. RDI FamilySafe® WiFi services have helped our partners 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

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 4G 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 4G backup is always ready.



RocketFailover Device
& iStatus Probe



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.



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.

For over 35 years, 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

We Do It All!

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

Support Plan Overview

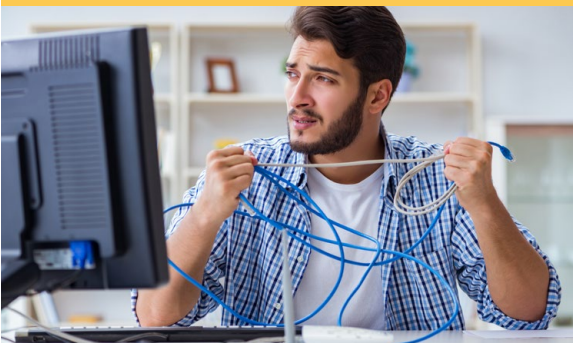
Because technology needs vary from business to business, RDI offers tailored IT support programs to fit your business size. RDI can provide one-stop, end-to-end support for all your technology needs or, in more intricate cases, RDI can provide advanced support to assist your IT staff manage the highly 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? Join the RDI Family and make technology hassles a thing of the past!

Do-It-Yourself Support



- **High Costs** — Labor, new equipment installations, certifications, etc.
- **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



- **Best Pricing** — One bundled price for all of your technology 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.

Put an end to technology problems and start using technology to gain competitive advantages.

Audio Visual
Solutions

Managed
Firewalls

Network
Engineering

Network
Monitoring

Physical
Security

Network &
Endpoint Security

Network & AV
Cabling

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

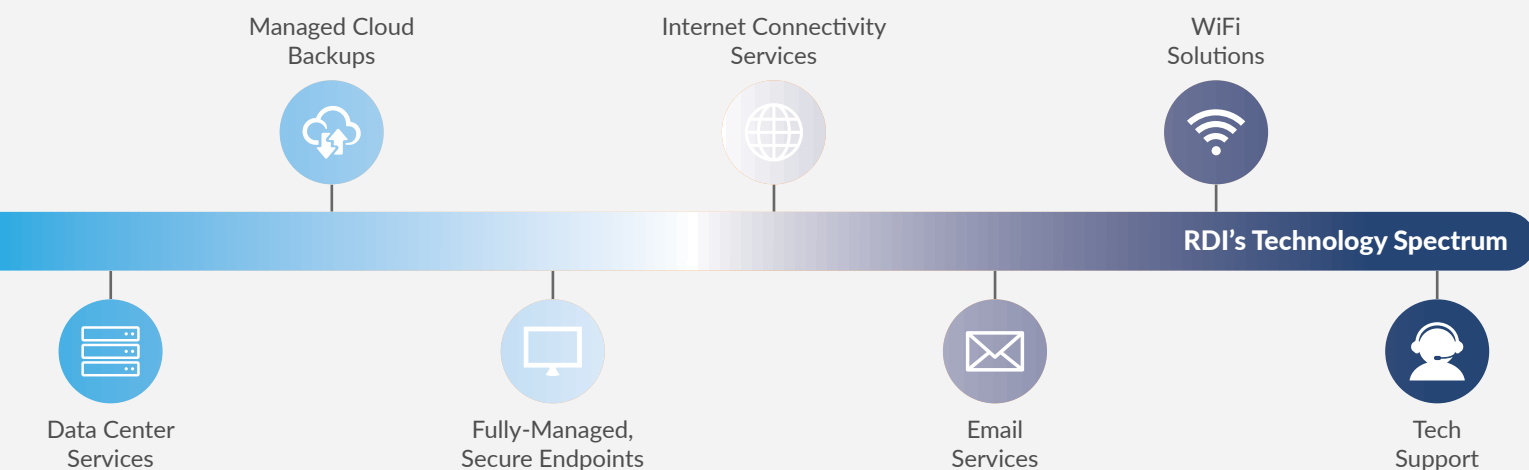
Redundant DNS Hosting

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

- Office 365, Basic
- Office 365, Unlimited
- Office 365 + Web Apps
- Office 365 + Desktop Apps

Additional Email Security

- Security awareness testing, user training, encryption, & archiving

Optional Add-On Cloud Filtering



Information Security Services

PCI Compliance Scanning

HIPAA Compliance Scanning

Thinix AssuredSecurity®

- Managed endpoint protection for PCs

Firewall Rules Analysis & Mapping

Device & Asset Management

- Manage physical hardware, licenses, & warranties

Managed Connectivity Solutions

Managed WiFi

- 24/7 support, heat map testing & design, in-wall AP options, & scalable solutions

RocketFailover®

- Fully-managed 4G LTE secondary Internet connection with static IP address, automatic connection switching, monitoring, reporting, ConnectionValidation™, & IntelligentAlerts™

InternetAnywhere®

- Fully-managed, mobile 4G LTE hotspot with static IP address, AlwaysOn™ 4G, & plug-and-play hardware

VitalConnectivity™

- Fully-managed, 4G LTE solution with dual-carrier (Verizon & AT&T) Internet connections, automatic connection switching, & monitoring/alerts

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.)

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

Physical Security Services

Security Cameras

HD cameras with power over Ethernet & optional data archiving

Network-Based IP Secure Door Access

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 Program

A tailored, flexible program that encompasses proactive IT support and consultation for any managed technology or services from RDI

Managed License, Warranty, & Agreement Tracking & Renewals

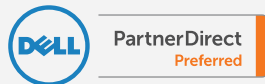
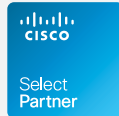
Tracking of licenses, agreements, and warranties for Microsoft, VMware, WatchGuard, HP, Cisco, & any other vendors. We handle warranty expiration notices, tracking of licenses, purchases of license upgrades, and hardware warranties, RMAs, & replacements so you don't have to



Delivering The Best For Our Customers

Partnered With Industry-Leading Vendors

Silver
Microsoft
Partner



We Love Our Customers

"We have multi-location businesses in Iowa and Minnesota. RDI has provided our IT support, network, security, and backup systems for several years. Their expertise in all these areas is tremendous. Their monitoring and prompt solution-based response time are better than any other company we have used. We highly encourage anyone needing these type of services to go with RDI."

— Phil Christy, Business Manager
Graham Tire Company

"We operate skilled nursing care facilities, and Internet connectivity is critical for our patient care. RDI provides us with the technology we need most to keep us connected to our cloud-based electronic healthcare records system when our primary Internet service provider has an outage."

— Christy Hofsaess, Vice President of Finance
Hawkeye Care Centers of Iowa

"RDI has gone above and beyond all my expectations in providing technical services and answering any questions that I have had. Their knowledge base is second to none. Their customer service hangs on the same rung... I would recommend their services to anyone!"

— Renee Roland, Deputy Auditor
Sac County, IA

"From the very beginning, I felt they had our school district's best interest in mind and we felt informed and supported in every decision we made throughout the planning and implementation phases of our project."

— Chris Koenck, Director of Technology
Okoboji Community Schools



And Our Customers Love Us

"RDI Installed new sound systems in our elementary gym and at our football field. These two facilities have different needs for sound. RDI designed and installed a system that fit each facility and did an excellent job. Both systems are easy to use and provide good quality sound."

—Kevin Richardson, Directory of Technology
Estherville Community Schools

"I have engaged and worked with RDI for the last 17 years and they have always delivered top-notch service, solutions, and assistance. They can handle everything from daily troubleshooting to major technology project implementations. They have a small company feel although they have grown greatly over the years. They are among the leaders in their field."

— David Davis, Controller
Loftness

"We have decided to go with RDI because of consistent, great customer service. RDI is certainly appreciated!"

— LeAnn Reinsbach, City Administrator
City of Milford

"When our primary ISP is down, staff can continue to process payments and check in guests without any interruption. My favorite part is that the guests don't even know we are having Internet issues now! Makes for a positive experience for our guests."

— Fannie M., General Manager
Ramada Spirit Lake





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

1-800-659-3529

Sales@RDIworks.com

RDIworks.com

2021