



10 Things We Do Better For You

1. **We Give You Your Time Back, With Confidence.** RWK wants to empower your organization to do what you do better by focusing on your business. We will own, protect, and manage your IT needs and security.
2. **Our Focus on Technology Starts with Knowing your Business.** We do a deep dive into learning not just what your business is, but what you need to drive your business forward through technology. This will allow us to help find efficiencies in your workflows, processes, business software and much more.
3. **We Don't Just Set it and Forget It.** You are not just a number. We truly believe that partnerships garner success. With RWK IT Services our Partner Success Team focuses on building relationships with our partners-not just selling. Through regular Technical Business Review meetings (TBRs) -both in-person and virtual, we make sure every partner knows their business is our priority.
4. **Virtual CIO** providing you with strategic guidance and technology expertise that a conventional CIO offers but works on a part-time basis. This approach is particularly advantageous for small to medium-sized enterprises (SMEs) that need executive-level technology leadership but do not require or cannot justify a full-time executive in this role.
5. **Elevate your Tech IQ.** We know that safe systems come from educated users. We provide monthly cybersecurity and phishing training campaigns to your users to keep everyone abreast of the latest tricks hackers are using to infiltrate networks.
6. **Quick, Reliable, Responsive.** Whether you call or email us your request for help, you can rest assured knowing that our technicians will acknowledge and respond in a timely manner and keep you informed throughout the entire ticket process.
7. **Painless Onboarding.** Changing Managed Service Providers can be a daunting process. We make our onboarding process stress free. Our streamlined process of working with the incumbent and gathering knowledge along the way helps keep the process pain-free for our new partners.
8. **Real-Time Asset Inventory.** Immediately after onboarding, and forever, we know: What devices are on your network. Visibility into replacement and warranty expirations. You can therefore plan for your budgetary purposes.
9. **Network Security will be under control.** When it comes to security, users are often innocent victims. Cybersecurity hygiene is a critical part of defense. We analyze your infrastructure and conduct risk assessments so we can stay one step ahead of the bad actors who set out to steal your money and destroy your business.
10. **Lifelong Learners.** Technology is constantly changing, and by embracing lifelong learning, we adapt to new trends, tools, and methodologies that can assist us. This keeps you informed as well as us.
11. **Vast Industry Knowledge.** With an average of 18+ years of experience in the IT industry, our technical team is experienced in just about every aspect of the IT world. Our system engineers are who you need on your side.