

RelianceNet Service Offerings



What are RelianceNet's Service Offerings?

RelianceNet provides a suite of offerings that support our customer's IT needs at any point in the technology life cycle. Drawing on our core competencies in providing services in support of our customers IT infrastructure, RelianceNet can be your IT Expert providing you the most current industry knowledge on the products and processes to solve your IT problems.

Targeting against our our customers unique needs, we strive to:

- **Envision** needs and alternatives by assessing, designing, and advising;
- **Build** solutions by developing, stabilizing and implementing;
- **Operate** environments to standardize, manage and optimize; and
- **Support** customer and technical issues as they arise by responding, resolving and reporting.



"It is with Capability and Commitment that we deliver client success throughout the life cycle"

Flexible Offerings Structured to Meet Your Needs

Just as our solutions are mapped to the unique needs of our customers, so are our offerings. We offer a variety of ways to access our services to meet the economic needs of the business. Our offerings are packaged flexibly to manage a customer's unique needs for period of performance, level of service, schedule and price.

Managed Platform Services Service Offering at a Fixed Fee supported by Service Level Agreement
Staffing Staff Augmentation – Annual Commitments, Peak Level Support, Vacation Relief
Professional Service Engagements Scope of Work performed on Project basis
T&M Support Responsive on-call IT support as needed
Product Product VAR

Managed Platform Services - allows clients to access proactive management of their environment, scoped against a level of service as needed, against a service level agreement for a fixed monthly fee

Staffing - allows clients to flexibly access IT experts to become a part of their internal team for a fixed fee

Professional Service Engagements - allows clients to tap into RelianceNet's ability to take on and manage projects against a scope of work for either a fixed fee, or on a time and materials basis

T&M Support - allows clients a vehicle to access IT experts on an unscheduled basis as needed to support issues as they arise on a time and materials basis

Product - as an experienced value added reseller of the top IT vendors, RelianceNet can provide access to best of breed equipment and software at competitive prices while managing delivery against the customer's schedule



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