



R3 | Microsoft Solutions Partner

# Proud Microsoft Partner

# About R3

An industry leader with 15 years in the market, a DIFFER3NT kind of MSP that ensures our clients receive an IT experience unlike any other.

1. Offices in MD, NYC, AL, and MA
2. 100+ Employees
3. Highly-qualified and certified workforce
4. Microsoft AOS-G Partner
5. Microsoft Solutions Provider

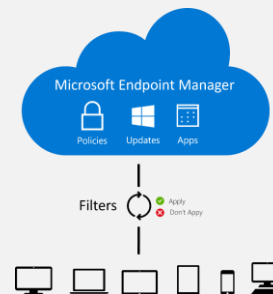
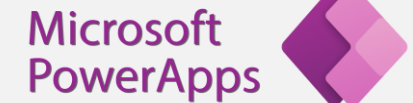




# Tools & Tech

## Microsoft Tools

R3 utilizes a suite of next generation tools and technologies to ensure your team is working efficiently and securely from anywhere.



# Security & Compliance



## Compliance/ Security Assessments

Assess against compliance requirements and industry best practices and standards to identify gaps in security posture and improvements that can be made.



## Policies and Procedure

Align business practices with industry standards and best practice approaches to ensure that your data and environment is protected.



## Awareness and Training

Educate users on signs of attacks and how to be secure in their day-to-day duties; limiting the likelihood of user instigated compromise.



## Threat Detection and Incident Response

Identify and investigate potential threats and attacks on your environment. Stop identified threats to limit data loss and harm to your business.



## Post Incident Activities and Cleanup

Generate detailed corrective actions reports, suggest improvements based on results, and clean up any lingering after affects of attacks.





References

# Customer Testimonials & Showcase



## Highlights

<b>Dates of Service</b>	4/22 - 10/22
<b>Point of Contact</b>	Tim Kelly 703.627.5111 <a href="mailto:tkelly@gswell.com">tkelly@gswell.com</a>
<b>Contract Type</b>	Fixed Priced
<b>Work Performed Off-Site /On-Site</b>	Off-Site and On-Site
<b>Prime/Sub</b>	Prime
<b>Commercial or Gov't Acct</b>	Commercial

## Consolidation of Office 365 Commercial and Google Tenants to Microsoft GCCH

### Summary

Migrated approximately 400 users from Google Workspace and commercial Office 365 tenants into a new Office 365 GCCH tenant.

- Migrated Google email to GCCH Office 365
- Migrated Google Drive data to GCCH Office 365 SharePoint
- Implemented Teams Phone solution.
- Integrated CallTower GCCH audio conference dial-in feature
- Deployed Microsoft Defender for EndPoint to a subset of users and computers
- Implemented Intune and AAD profiles for a subset of users and computers.

### Methodology

- The R3 PMO delivered the project using the PMI methodology.

### Tools

- AvePoint - data migration tool
- Forensit IT - profile migration tool



## Highlights

<b>Service Dates</b>	2/17/22 - 2/8/23
<b>Point of Contact</b>	Todd Schaberg (703) 930-5349 <a href="mailto:todd.schaberg@concept-solutions.com">todd.schaberg@concept-solutions.com</a>
<b>Contract Type</b>	Fixed Priced
<b>Work Performed Off-site/On-site</b>	Off-Site and On-Site
<b>Prime/Sub</b>	Prime
<b>Commercial or Gov't Acct</b>	Commercial

## Transition the Organization from Google to Microsoft for Email, File Data, Collaboration Tools and Identity Management

### Summary

Migrated approximately 240 users from Google Workspace into a new Office 365 GCC tenant.

- Migrated Google email to GCC Office 365
- Migrated Google Drive data to GCC Office 365 SharePoint
- Deployed Microsoft Defender for Endpoint to all computers
- Implemented Intune and AAD profiles on all computers.

### Methodology

- The R3 PMO delivered the project using the PMI methodology

### Tools

- AvePoint for data migration



# INTEGREON

## Highlights

<b>Service Dates</b>	3/23 - 7/23
<b>Point of Contact</b>	Chad O'Fallon (732) 344-0486 Chad.ofallon@integreonglobal.com
<b>Contract Type</b>	Fixed Price
<b>Work Performed Off-site/On-site</b>	Off-site
<b>Prime/Sub</b>	Prime
<b>Commercial or Gov't Acct</b>	Commercial

## Clean-up (Data Sanitation) and Archival of Data Prior to Migrating to SharePoint and OneDrive. Configuration and Deployment of Microsoft Intune and Joining Workstations to Azure AD

### Summary

Migrated 250gb of data from on-premises to SharePoint Online for a single location with 40 users.

- Implemented Intune and AAD profiles on all computers.
- Deployed Microsoft Defender for Endpoint to all computers

### Methodology

- The R3 PM delivered the project using the PMI methodology.

### Tools

- SharePoint migration tool



# Additional Case Studies

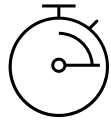
You can explore additional case studies on our website in our Case Study archive.

- [Hamilton Associates: How a catastrophic failure was mitigated and an entire workforce was migrated to Azure in 3 days](#)
- [Fueling Success: How R3's AVD Upgrade Transformed an Oil and Gas Powerhouse](#)
- [KDB Mechanical: Providing an enhanced managed services experience](#)
- [3STEP Sports: Headache Free Office Relocation and IT Support](#)
- [23XI: Driving Innovation: How R3 Modernized and Secured 23XI's Tech Stack](#)
- [Microsoft Azure Cloud Migration for Monumental Markets](#)
- [Transforming Connectivity for a High-End Waterpark](#)
- [Revolutionizing Lumber Industry Operations with Modern Network Infrastructure](#)
- [Transforming Manufacturing Data Visualization for Enhanced Efficiency](#)
- [Transforming IT Infrastructure for Enhanced Efficiency at The American Kidney Fund](#)
- [Transforming IT Operations for The Arc - A Non-Profit Organization](#)

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# What makes R3 different



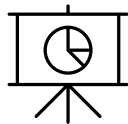
## Flexible

Our team has experience across a multitude of industries, which provides us the ability to develop customized IT solutions that match your business needs and objectives.



## Proactive and Responsive

Our team is proactively communicative when a potential issue or challenge arises. Whether its your team coming to us for support, or our team noticing opportunities for improvement, we promptly communicate each step of the way. This is all made possible by our ability to use modern technologies for monitoring and reporting on performance, issues, and trends.



## Strategic

R3 understands the unique needs of our clients. We take time to learn about your mission, vision, values and goals so that your IT strategy aligns with who you are as an organization. Our team will align your technology to be scalable to the growth that is appropriate for your business, and we carefully align innovation with IT best practices.

# Our Services

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R3 is a full 360 IT and security solution provider. We offer recurring managed solutions and cybersecurity services or one-time IT projects. Our compliance team allows us to be industry agnostic and gives you a resource to ensure that your organization is adhering to appropriate industry standard. And our STAG team is your experienced IT strategy partner, ensuring that your short and long-term technology needs are aligned with your overall mission.



## Managed IT Solutions

As a Managed Service Provider, R3 provides outsourced information technology management. We can work as an extension of your existing IT department or serve as your entire IT department.



## Project Services

Expertly scoped and implemented technology solutions, aligned with your organizations' short- and long-term goals.



## Compliance Services

Use our Compliance as a Service (CaaS) solutions to future-proof your compliance, ensuring your approach is strategic rather than reactive.



## Cybersecurity

As your Managed Security Service Provider (MSSP), we'll provide true security as a service, ensuring your people and systems are safe, secure, and compliant.



## STAG Services

Our dedicated IT executives will oversee all IT operations and assist with your IT roadmap, budgeting, and more. This VirtualCIO service allows you to focus on your business goals while working with a strategic leader who will customize solutions to fit your mission.

# Our Microsoft Capabilities & Partnership

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## Microsoft Direct CSP & Solutions Partner

As a Microsoft Direct CSP, R3 is a licensed reseller of Microsoft Cloud Services, provide customer support, and manage subscriptions. Through our direct relationship with Microsoft, it means that our customers enjoy several benefits, such as; instant access to Microsoft solutions, enhanced security and compliance, tailored solutions, cost effective scalability, and more.

## Microsoft GCC High

Being certified in Microsoft GCC High (Government Community Cloud High) involves meeting specific security and compliance standards set by Microsoft for cloud services targeting U.S. government agencies, government contractors, and entities with strict regulatory requirements. This certification opens the door to a new era of security and compliance for your business, offering an array of benefits tailored to meet the highest standards.

## Microsoft AOS-G Partner

Microsoft AOS-G (Agreement for Online Services for Government) was created to enable government and commercial organizations the ability to purchase Microsoft Government Cloud Community High (GCC High) licenses from an authorized Microsoft partner.





## The Problem

## R3 Solutions

### Productivity & User Frustration

- Level of Service – non-responsiveness, timeliness
- Single POC/Engineer
- Lack of SLAs
- Limited understanding of business and technical operations.
- Users repeat themselves when calling in.

- Strict SLAs, Tier 2 + engineers
- Split teams and focus on incidents/requests
- R3 has experience in the Nonprofit and Association verticals
- Modern tools and technology to provide end users the support they expect

### Security

- Threat landscape more complex than ever with increased remote work.
- Evolving adversaries and limited cyber professionals.
- Cybercriminals are relentless in their efforts, with attacks happening around the clock.

- Integration with existing security infrastructure.
- 24/7 Monitoring and Protection.
- Expertise to make recommendations for constantly evolving threats

### Scalability & Flexibility

- Resource availability. Complex change management process.
- Lack of scaling systems and solutions.
- Ability to support multiple sites across the country.

- Cloud first mentality allows our teams to be nimble and flexible.
- Dedicated teams providing support across all areas of the business
- Well defined processes and procedures to ensure efficient workflows across the organization

### Business Transformation

- Projects take longer than expected and result in days/weeks of re-work.
- Limited resources, access to expertise in a wide variety of disciplines.

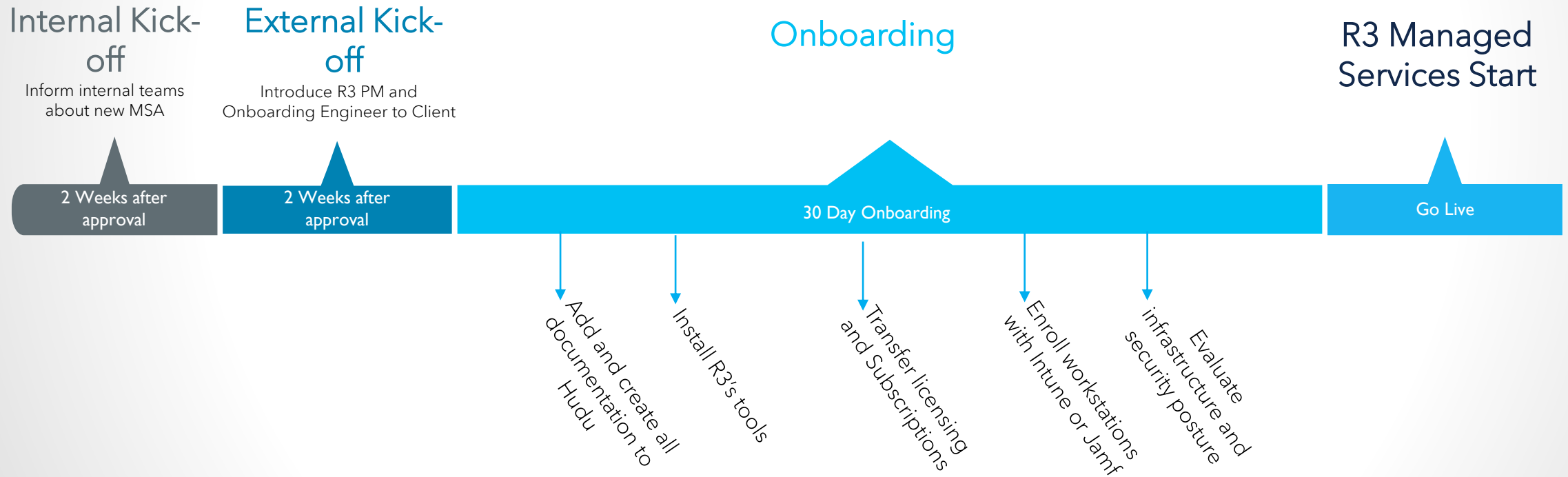
- Develop Strategic IT Roadmap for your organization.
- Plan, scope, and deliver IT projects to enhance business operations.

### IT Support

- Fragmented documentation and support practices.
- Willingness to think outside of the box to implement and support modern technology solutions.

- Proactive monitoring and remote support services.
- Visibility into tickets and SLA management.
- Dedicated staffing to provide on-site support and assistance.

# Onboarding Timeline



# What Does R3 Mean for You



## One Team

- R3 truly becomes part of your organization and works as one unified team



## Productivity

- Less downtime & ability to work from anywhere



## Compliance

- Understand compliance requirements and help align organization with those requirements



## Custom Solutions

- Technology solutions that align with your business goals



## Cloud First

- Allow your business to be scalable, secure, current, efficient
- Virtualized environment for overseas employees



## Cybersecurity

- Security first mindset



# Customer Testimonials

An outstanding example of the level of detail and clarity for all R3 projects. The team made incredible progress on this critical project that's now on-track for completion by the deadline.



**Rodney Sampson**  
American Petroleum  
Institute



We went out to find a managed services provider, and with R3 it's become more of a partnership. They have the best intentions for KDB and want KDB to succeed. It's been more than we asked for when we started the process.



**Josh Gilman**  
KDB Mechanical



We have someone who we trust and believe in when we call with a problem. To call an have someone who just talks to us a like a person.



**Amy Bayersdorfer**  
Caring Matters



R3INVENTING IT & CYBERSECURITY



# Thank You



R3



240.654.1451



info@r3-it.com



<https://www.r3-it.com/>

The R3 logo, consisting of the letters 'R3' in a bold, yellow, sans-serif font. The background of the entire slide features a circular cutout showing a hand holding a tablet in front of a server rack with glowing lights.