

RTP Managed Services

Augment Your Team with Flexible Service Offerings

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Add Power to Your Business with RTP Managed Services

Many times in a business cycle, the demand for your time and resources exceeds capacity to optimize your RTP|ONE solution – whether it’s season startup, requests to update pricing, RTP software training for new employees or implementation of a new RTP module. RTP Managed Services provides expert resources to support your needs.

When it comes to more advanced strategic initiatives such as RTP|ONE system configuration and optimization, RTP provides professional experts who can adeptly assist and determine how RTP|ONE can best – and most efficiently – support your business.

RTP Managed Services

The RTP Managed Services team is ready to assist with a variety of challenges – from simple to complex – on demand and on a scheduled basis.

RTP Managed Services supports many business-related needs, including:

- Application season start-up packages
- Hardware and environment set-up and maintenance
- On-demand application support and training
- Implementation development for reports and validation procedures
- New RTP|ONE implementation
- Application optimization

Common Challenges	RTP’s Solution	Value
Budgetary restrictions prevent us from hiring staff to maintain the system.	RTP has a professional team ready to assist on a scheduled or ad hoc basis.	<ul style="list-style-type: none"> • Maintain and optimize your system using industry best practices within a controlled budget.
Season startups and staffing cause huge challenges.	Flexible assistance from RTP is available.	<ul style="list-style-type: none"> • Supplement staff to configure your application during peak times without hiring employees. • Get new employees up to speed and online quickly with on-demand training.
Our business needs are constantly changing. We need to continually automate and improve our business processes to maximize business opportunities.	RTP offers system optimization packages that identify ways to better use the software and scale business as it expands and changes.	<ul style="list-style-type: none"> • Grow and flex your solution as your business scales instead of casting a static solution in concrete.
My staff doesn’t know how to operate the system.	RTP provides comprehensive classroom instruction, on-site workshops and web-based training to teach staff about the system and critical functions. Comprehensive documentation is available online and in the application.	<ul style="list-style-type: none"> • Ensure customer satisfaction with a well-trained staff. • Educate staff so they are ready to use the system immediately.



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Flexible Support

RTP Managed Services offers flexible support so you can augment your team when needed – planned or unplanned.

A variety of service level agreements are available to best enhance the business needs of your operation. Pre-purchasing blocks of time to assist with routine peaks and challenges is an efficient way to manage resources, and on-demand assistance can keep your operation from experiencing a material loss in service.

Maximize Your RTP|ONE Investment

With RTP Managed Services, you can adapt to changing and seasonal business demands to ensure you get the most from your RTP|ONE investment.

Five-Stage Guest Lifecycle

Guests naturally go through a five-stage cycle as they plan, participate and reflect on an experience. Engaging guests during all five stages leads to loyalty, repeat visits and profitability.

At RTP, we provide a powerful commerce engine that helps you create connections—and engagement—by integrating information and systems fed by transactions and events. You have immediate and complete access to all data, which makes monitoring, measuring and making fact-based decisions routine and easy.