



Technical Services

IT Support Solutions

We monitor your IT systems & applications so you can focus on running your business.



Knowing that your systems are being monitored by trained and certified **RTP|Technical Services** experts helps reduce downtime and increase productivity.

RTP|Technical Services ... at a Glance

IT departments are being asked to do more with less. Instead of creating solutions to business problems, most IT departments are busy keeping their existing hardware/software up to date; managing firewalls & spam issues; updating patches on all of the various hardware platforms; keeping up on certifications for the various products, etc. Our focus is to keep your IT systems operational, available, and secure so that you can focus on the everyday demands of expanding your business, managing costs, and increasing revenues. We are here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along. For more information about the complete range of IT services we offer, contact us at **970.748.3064**, or at **info@rtpts.com**.

“RTP|TS has taken care of all of our infrastructure and property management systems for the past 8 years; they ARE our IT Department.”

*Colleen Weiss,
CFO - East West Resorts*

Why RTP|TS?

Remote Monitoring

The RTP|TS Managed Services solution is designed for the ongoing management, monitoring, and maintenance of networks, software, hardware, and related IT services for the SMB market. IT-driven businesses cannot afford system outages and bottlenecks that affect productivity and customer satisfaction. Proactive IT system and application monitoring helps mitigate availability issues before users notice any difference in performance.

Planning & Consulting

- Documentation of your business goals
- Existing status of your network
- Technology recommendations (pros & cons) for the critical elements of your network based on your business goals
- Will work with your software vendor to ensure that your IT needs are met
- Projected budget and more

Back-up Solutions

Data loss and data corruption happen every day. We offer several disaster recovery plans. Whether you opt for disk to tape, disk to disk, online back-up, or a combination of backup plans, RTP|TS engineers are prepared to safeguard your data. We will design a DRP that is right for your business and budget.

SKIDATA® - Gate Access Control

- Installation & Support
- Open collaboration and technical expertise provided to RTP by SKIDATA, headquartered in Austria
- Leading RFID gate access control technology for Ski Resorts and Parks & Attractions

SKIDATA
KUDELSKI GROUP

Managed Hosting

RTP|Technical Services provides managed hosting services for companies of all sizes. Our data center offers high bandwidth and conditioned power in a controlled access facility. We currently host all types of customer applications, including: email, accounting, point of sale, benefits, property management, engineering, and payroll systems.

Support & Repair

- Technical support 24x7, 365 days/year
- Remote or on-site support available
- Trained & certified experts to diagnose, troubleshoot and repair your IT issues
- Many years of experience supporting Microsoft® & Apple® platforms

Contact us at:

T | 970.748.3064

F | 970.748.3165

info@rtpts.com

“RTP|TS engineers take care of my hardware, security, and point-of-sale needs. This allows me to focus on my other responsibilities that help drive the bottom line.”

DAVE REYNOLDS, Vice President, Finance - Dundee Resort Development, LLC / Arapahoe Basin Ski Resort



Need IT Resources? Let **RTP|TS** Help with Computer, Network, Security, & Application Support.

Managed Services / Remote Monitoring

RTP|TS is a full service IT company. We offer proactive monitoring services, hourly break/fix services, or blended services combining the two models. We offer free consultations to find the perfect fit for your company's needs and budget. We provide support to everyone from multi-location businesses to individual residences. No job is too small, no job is too large.

Support / Repair

You never know exactly when you might experience a system failure or need extra support, which is why we offer technical support 24/7, 365 days per year. By utilizing **Remote Desktop Control**, our trained and certified technicians diagnose, troubleshoot, and fix issues remotely, getting you back up and running quickly. We also offer on-site support when needed. We support both Microsoft® and Apple® platforms.

Planning and Consulting

RTP|Technical Services provides computer consulting services in the areas of computer management and network design. Our computer and network engineers have years of experience and knowledge to help take your company to the next level, assist you with your network planning & budgeting, and help you choose what computer and network maintenance plan is right for your company.



- Founded 1998: Headquartered in Avon, Colorado
- Industry-leading software, access control hardware and Interactive Marketing services for the resort and recreation industries
- 22 of the top 30 ski resorts in North America use RTP software
- 8-time winner of HSMIA Adrian Award for Web Marketing

RTP | Resort Technology Partners
37347 Highway 6, Suite 110
PO Box 8890
Avon, CO 81620

T | 970.477.4800
F | 970.477.4840
T | 800.357.2514
www.rtp.com



Technical Services

- Conveniently located in the Vail Valley
- Offering IT Outsourcing Solutions for more than 10 years

RTP | Technical Services
20 Eagle Road, Bldg 2
Suites 210 & 220
P.O. Box 8890
Avon, CO 81620

T | 970.748.3064
F | 970.748.3165
info@rtpts.com