



# What We Do

**We Help Your Business Grow,  
Reliably & Securely.**



**RS<sub>22</sub>**



## Introduction

Founded with a vision to bring back a personal touch to IT and Cyber Security Services, Rich Smith - Managing Director, wanted to add a sorely needed personal touch to the highest possible levels of service available.

Formerly responsible for managing the Service Desks at two Internationally successful Cyber Security companies, Rich Smith has over 15 years' experience in resolving customers' IT Security matters. During this time he and his teams were able to hit 100% of SLA's.

Therefore, by allocating a named Technical Account Manager to your support package, you can rest assured that you'll be dealing with someone who gets to know your network as well as you do.

Our goal is to help businesses mitigate both exterior and insider cyber threats using the best technologies in the industry whilst striving to excel ourselves on the levels of service we provide.

We firmly believe that compassion doesn't have to be absent in the IT Industry and as RS22 offer a full welcoming, professional service that those working in the IT sector deserve, you'll never need to feel like you're on your own.

## Our Signature Service

Our technical team's core strength and ability has historically been with the Check Point Firewall and has evolved over time along with the product.

We have several Check Point certifications including CPCS (Sales), CCSE (Security Engineer), CCCGI (Cloud Guard Infrastructure) which allow us to have the CCSP (Check-Point Certified Support Partner). A CCSP is the direct contact to head office and smoother resolution of technical issues.

## Our Statistics

**100% of  
SLA targets  
hit**

**90% of  
Support Tickets  
resolved in-house**

**98%  
Customer  
Retention**

## Our Additional Services

RS22 can provide quotes on simple licensing renewals of existing solutions at fair prices or we can take a more in-depth approach. We have developed tailor-made solutions for our customers using best of breed technology. Whether the requirement be for a single pane of glass, or to eradicate a single point of failure, we can sort it.

- Firewalls
- Anti-Virus
- Web and Email Filtering
- Cloud and App Security
- Multi-Factor Authentication
- Identification Access Management (single sign on solutions)
- Cloud Backups
- VPN's
- File Server Auditors
- Staff Security Awareness Training
- End-Point Encryption, Penetration Testing
- Load Balancing and Virtual Traffic Managers

We can deliver direct Managed Services or bespoke Telephone Support Packages to suit your needs.

## Our Partners

RS22 have handpicked the vendor partners we work with because they share a vision in customer satisfaction, best of breed technology and value for money.

Our portfolio includes:



## What Our Clients Have to Say

### A few testimonials from our clients..

"RS22 support standards are some of the highest I've come across. Not only do they help resolve issues, they take the time to help you understand the problem in its entirety. This has been invaluable to my development."

Steve D, Infrastructure Engineer

"RS22 Telephone Support is fantastic and I wouldn't consider going anywhere else."

Joel A, IT Manager

"A big thank you to the guys over at RS22 Limited for their incredible work this weekend. We rely on them heavily to support our Check Point infrastructure and they have never once disappointed or let us down."

Steve S, IT Systems Administrator

"Without your help Rich I don't think we would have been where we are today, I really appreciate the time and effort you have put in."

Lee H, IT Operations Manager

"Since day 1 of working with RS22 we have found their service to be excellent, responsive and with high levels of expertise and experience demonstrated with each ticket raised."

Richard S, IT Manager

## Our Clients

RS22 are able to help clients from a wide range of industry sectors including Logistics, Law, Manufacturing, Education, Medical as well as many more.

Here's a few:



Freshfields



Eddie Stobart





# Get In Touch Today To See How We Can Help Your Business Grow.

**Email**

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**Website**

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