



**Ryan Consulting Group, Inc. (RYAN)** is an award-winning, minority-owned, small, disadvantaged business specializing in professional IT services.

As organizations seek to deliver digital outcomes and modernize their IT infrastructure, new technologies generate more individual challenges for a multi-generational workforce that require support and solutions to remain productive and deliver better outcomes.

RYAN offers **clear, reliable, and timely support** to fit your needs. RYAN's service is convenient and flexible to **align and engage** with existing resources. Our adoption and implementation of **best practices** allow us to continuously improve our performance.

**RYAN's Service Desk Solutions** deliver best value outcomes with a service desk solution that **creates value for clients** via a dedicated performance-driven culture, transparent incident management operations, reliable incident resolution, and our commitment to **100%** customer satisfaction.

RYAN's service offering is engineered to be **platform agnostic** in terms of ITSM incident management tool suites such as Big Fix, Tivoli Service Desk, Service Now, or Change Gear.

RYAN provides technology consultation in support of client's professional development efforts to **increase business productivity**.

RYAN provides the Cleveland Metropolitan School District (CMSD) a **turnkey solution for Service Desk and Field Support** (Level 2 and Level 3) services to support desktops, laptops, mobile devices, Point-of-Sale, VoIP phones, peripherals, and support for end-users.

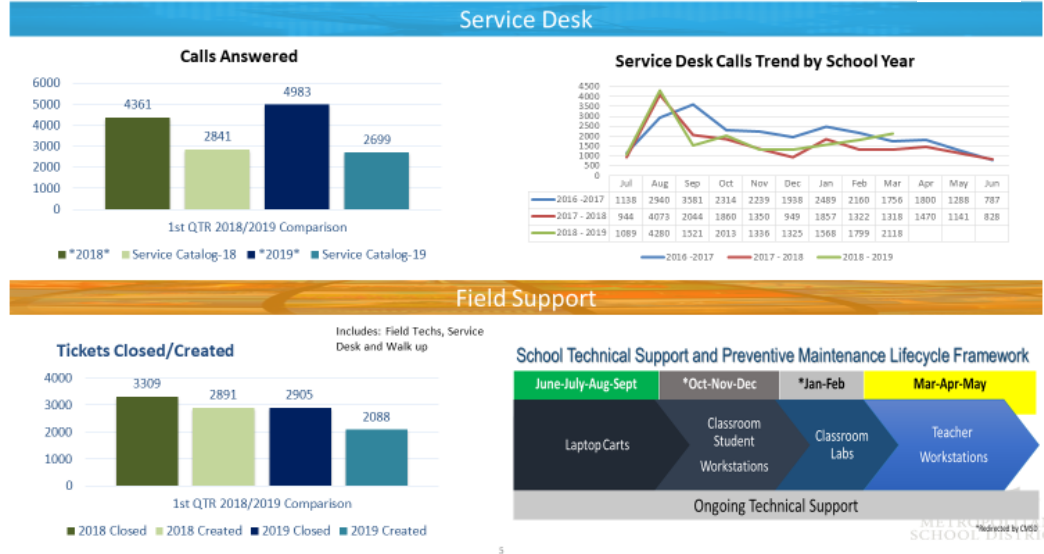
CMSD is a large school system with 110 instructional sites, approximately 5,500 teachers and administrative staff, approximately 40,000 students, and nearly 6,300 classrooms.

There are approximately 25,000 personal computers, 5,000 mobile devices, and 100+ software applications within the District. RYAN manages the entire asset inventory of CMSD's hardware, software, product licensing, and enterprise IT asset portfolio.

## RYAN's Service Desk Solutions

### OVERVIEW OF ACTIVITIES

Sample



### Validation of Our Capabilities

- For more than 15 years, the U.S. Customs and Border Protection (CBP) has relied on RYAN for Tier 0-IV Service Desk Support.
- RYAN's Service Desk offers a combination of IT application and network subject matter experts to provide comprehensive Service Desk services to our Federal partners.
- As a result of RYAN's innovative approach to cross-training and task allocation, CBP was able to realize a savings equivalent to 5 FTEs annually.



*"Contractor (RYAN) continues to provide LAN, computer, and communications support services in an exceptional manner. We (CBP) feel very fortunate to have such a capable contract team providing support."*

**Barbara B. Wilson, Contracting Officer**  
U.S. Customs and Border Protection Procurement Office