RealTek LLC

Capabilities Statement

Headquarters: Charlotte, NC
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www.realtekonline.com

Company Overview

RealTek LLC, is a Service Disabled Veteran Owned (SDVOSB), Vets First certified, full service Solutions Company. RealTek is a complete, single-source provider of client-specific voice, data, and video communications services and products including: network integration, cabling infrastructures, Unified Communications (telephony) solutions and cloud computing. In addition to technology oriented solutions, RealTek provides a full array of transportation, construction, and general service solutions. We also assist our customers with managing day-to-day operations for their mission critical infrastructures.

Our company has established an excellent reputation and loyal clientele appreciative of the service, knowledge, and expertise of the entire staff. We are meeting or surpassing industry standards, while at the same time setting new ones.

We provide reliable, competitively priced, and superior mission critical solutions to Federal, State, and Local Governments, educational institutions, and commercial markets primarily in the continental United States (CONUS).

RealTek's mission is to:

- ✓ Provide real value added services for the customer delivered on-time and on budget
- ✓ Provide best in class products and services through strategic vendor relationships.
- ✓ Create staff of knowledgeable, well trained, hard-working employees who genuinely care about our customers.

Services

Information Technology & Data Management

RealTek offers architecture and design services that can address virtually any networking infrastructure need, from requirements definition to creating a cost-effective solution. We specialize in both network management and implementation, including systems engineering, installation, testing, systems administration, maintenance, training, help desk and desktop support, hardware/software purchases, integration of servers and system software, configuration management, and technical documentation and integration/ testing of network backbone elements such as gateways, routers, switches, and bridges.

We offer extensive design, implementation and support for server and system solutions that operate in Microsoft computing environments. Our Network Service team is composed of experienced, certified engineers that provide cutting-edge networking solutions for your organization.

In a world where telecommuters, road warriors and business travelers are fast becoming standard employee practices, we offer reliable and secure remote access solutions which keep everyone in touch with critical information every step of the way.

- ✓ On-Site Maintenance Agreements
- ✓ Local/Wide Area Networking
- ✓ Servers and Operating Systems
- ✓ Remote Access Solutions
- ✓ Network Hardware
- ✓ Network Support Services
- ✓ Security Assessments
- ✓ Enterprise Management
- ✓ Data Architecture, Analysis, and Design

Support Services, Supplies, Transportation, and Construction

RealTek offers a complete single point of contact for services with a broad array of products and capabilities. Our technical engineers listen to what your mission is and suggest ways to best service your needs. These may include, supply chain management, products and services, and full service build-outs of almost any environment. They then

provide a proposal taking into account current needs and potential future needs so that you can enjoy peace of mind that the mission will be delivered on time and on budget. Our engineers are professional, knowledgeable and certified.

- ✓ Access Control Systems, Fiber-Optic, CAT cabling
- ✓ Strategy and Design
- ✓ Design & Installation
- ✓ Product procurement: licensing, hardware, products, materials, and miscellaneous
- ✓ Communications Room Design and Build out
- ✓ Accessories (wall panels, patch cords, etc.)
- ✓ Voice / Data / Video
- ✓ Adds / Moves / Changes to existing wiring

Telephony

RealTek can assist clients with design, implementation, installation, systems integration, operations and maintenance in the telephony arena. Our broad expertise includes a wide range of telephony products and technologies such as traditional PBX and key systems, Voice over the Internet Protocol (VOIP), voicemail systems, computer telephony integration, unified messaging and paging systems.

RealTek's telephony and voice mail system experts are here to design solutions for you. We install, program, and service many types of telephone and voice mail systems. We offer a wide range of solutions from major manufacturers in the telephony and voice mail system industry. This allows us to help you find solutions that fit your needs and budget.

Our certified technicians and staff will guide you through your installation and train you on the proper operation of your system after installation.

Unified Communications

RealTek sells, installs, and maintains digital and VoIP business telephone systems that provide you with the latest technology at affordable prices. We offer advanced phone systems that will scale to your organization's growth. Our systems can be networked together seamlessly. With RealTek LLC, you have the potential to merge all of your communications, from faxing, e-mail to voice mail. Our business telephones are designed to increase productivity and yet are so easy to use that everyone in your organization can start taking advantage of their productivity enhancing power right away.

Our Unified Communications solutions address:

- ✓ Voice over IP (VoIP)
- ✓ Voice Mail and Unified Messaging
- ✓ Telepresence and Video Services
- ✓ Mobility, Security, & Wireless System
- ✓ Collaboration Technology
- ✓ Conferencing
- ✓ Improved User Interfaces

Cloud Services

Whether you are a cloud novice or already have a strategy in place, RealTek provides the expertise and support you need to succeed in the cloud. We can help you stay informed of ever changing technology cloud technologies and make finding the right solutions for your organization a part of our mission.

More importantly, RealTek will work with you to implement the strategies that are right for your organization. We will help your organization assess cloud readiness and plan a migration-to-cloud strategy that fits your needs, goals and budget, keeping you ahead of constantly evolving technology standards.

Moving your current strategies and infrastructure from on premise applications to the cloud can be complex. RealTek can aid your company in paving the way.

Program Management

Federal, State, Local Governments and Enterprises are constantly looking for cost effective and efficient means for managing day-to-day operations for their mission critical IT and telecom infrastructure. The majority of these agencies depend on contractor outsourcing to achieve these goals since managing IT and telecom infrastructure is not their core competency, but the requirement is critical to the performance of their mission.

It is a challenging task to choose a responsive, reliable, and cost-conscious outsourcing contractor who can efficiently provide management, operations and maintenance (O&M) support and carry out other operational responsibilities. Critical to such an effort is contractor's ability to seamlessly assume the responsibilities, maintain the needed availability standards, and be responsive to end-users through stringent Service Level Agreements (SLAs).

Our teams work with government and commercial customers alike and provide the very best services to any and all. RealTek has a daily goal of providing the most professional, technical, and administrative talent needed to reduce costs, increase flexibility and responsiveness, and get the job done right the first time.

We have the qualified people with the technical skills to meet all customer expertise and experience requirements. Our employees are comprised of knowledgeable individuals who are dedicated to serving you at the highest level of excellence. From their ever-increasing skills working with our customers, determining their needs and evaluating the best methods to solve problems and address issues, our employees are better able to advise and assist customers worldwide in developing their plans and programs for the future. We understand the elements necessary to attract and retain quality personnel who are committed to our customer's mission.

Whether short or long term assignments, the result is a stable workforce for our customers, both here at home, and around the globe. We understand the MISSION, apply the appropriate SOLUTION and dedicate our PEOPLE to producing the result, on time and on budget.

RealTek has expertise in:

- ✓ Professional services
- ✓ Technical services
- ✓ IT staff augmentation and operational support
- ✓ Outsourcing
- ✓ Contracting

NAICS Codes

Code	Description
334210	telephone apparatus manufacturing
334290	other communications equipment manufacturing
334310	audio and video equipment manufacturing
334417	electronic connector manufacturing
334419	other electronic component manufacturing
335929	other communication and energy wire manufacturing
423430	computer and computer peripheral equipment and software merchant wholesalers
423610	electrical apparatus and equipment, wiring supplies, and related equipment merchant wholesalers
423690	other electronic parts and equipment merchant wholesalers
517911	telecommunications resellers
541511	custom computer programming services
541512	computer systems design services
541513	computer facilities management services
541519	other computer related services
541618	other management consulting services
811213	communication equipment repair and maintenance
423420	office equipment merchant wholesalers
811212	computer and office machine repair and maintenance
339940	office supplies (except paper) manufacturing

PSC Codes

d318	it and telecom- integrated hardware/software/services solutions, services
d302	it and telecom- systems development
d300	information technology and telecommunications
d306	it and telecom- systems analysis
d314	it and telecom- system acquisition support
d301	it and telecom- facility operation and maintenance
d307	it and telecom- it strategy and architecture
d308	it and telecom- programming
d316	it and telecom- telecommunications network management
5805	telephone and telegraph equipment
d320	it and telecom- annual hardware maintenance service plans
d311	it and telecom- data conversion
d304	it and telecom- telecommunications and transmission
d305	it and telecom- teleprocessing, timeshare, and cloud computing
d303	it and telecom- data entry
d399	it and telecom- other it and telecommunications
d324	it and telecom- business continuity
d319	it and telecom- annual software maintenance service plans

Partners/ Reseller

AT&T	Cisco	Avaya
Arista	Cyara	Polycom
Anixter	Graybar	WebRoot
APC	Intel	Plantronics
Dell	Microsoft	VMWare
Century Link	Ribbon Communications	Xerox

Staff Clearances/Certifications

ITIL v3 Foundation
SSVVP (Voice and Video over IP Professional)
SSCA (SIP Certified Associate)
CompTIA A+
CompTIA Network+
CompTIA Network Systems Specialist
Networking Technology Certificate with a Specialization in Cisco Network Administrator
Networking Technology Certificate with a Specialization in Microsoft Systems Administrator

General Information

Registered Company Name: RealTek L.L.C.
DBA: RealTek LLC
Year Incorporated: August 18, 2017
State of Incorporation: North Carolina
Corporation Type: Limited Liability Corporation
D-U-N-S Number: **080912125**
CAGE Code: **7Z2D6**

Contact Information

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