



# **Riverside Technologies, Inc. (RTI)**

**FAMIS 2026 Conference**

 866.804.4388

 [www.1RTI.com](http://www.1RTI.com)

# Who is Riverside Technologies Inc.?

- HQ back in North Sioux City SD.
- Large warehouse locations
  - NSC SD
  - Milton PA
  - Houston TX
  - Auburn CA
  - Las Cruces NM
  - Crestview FL opened in May 2026
- Approx 500 employees nationwide

# RTI Managed Services



RTI is a trusted extension of your IT department, letting you maximize your initiatives as we help manage your technology.

## Help Desk

- ▶ US-Based, Internal Help Desk with Technology Professionals
- ▶ Network Trends & Security Reports
- ▶ Centralized Distribution & Resolution of Issues
- ▶ Toll Free Phone and Dedicated Email

## Engineering

- ▶ Comprehensive IT Needs Assessment, Design, and Implementation
- ▶ Ongoing Evaluation of Your Hardware, Software, and Security Needs
- ▶ New Technology and Trends Research
- ▶ 1, 3, 5-Year Technology Roadmap

## Monitoring

- ▶ 24x7x365
- ▶ Network & Servers
- ▶ Workstations & Mobile Devices
  - ▶ Disk Usage and CPU Usage
- ▶ Firewalls
- ▶ Backup Systems

## Management

- ▶ Automated Remote Alert Remediation
- ▶ Servers, Workstations, & Mobile Devices
- ▶ Drive Space Utilization
- ▶ Data Backup and Recovery
- ▶ System Security & Patch Management
- ▶ Antivirus/Anti-Spam

# Benefits of Managed Services



**Increased Security**



**Compliance**



**Reduced Cost**



**More Time to Focus on Your Business**



**Guidance on Emerging Technology**



**Predictable Costs**



**Decreased Downtime**



**Peace of Mind**



**Access to a Team of IT Experts**

**E-rate Eligible**

# Traditional IT vs. RTI's MSP Program



## Traditional IT

### “BREAK/FIX”

#### **Incentive to Take a Long Time**

- ◆ Hourly billing
- ◆ The longer it takes, the more \$\$\$ they make

#### **Questionable Billing Practices**

- ◆ Hourly billing – how long did it take?
- ◆ Travel costs

## Riverside MSP

### PROACTIVE IT

#### **Proactive Service**

- ◆ Predict and resolve issues before failure
- ◆ Minimize employee downtime

#### **Eliminate hidden service costs**

- ◆ No surprise fees
- ◆ All rates are predefined

# RTI Value Add Services



## **Backup as a Service**

- ◆ RTI Backup Appliance (On Prem)
- ◆ Veeam (Rental License)
- ◆ Iland Cloud Storage

## **EDR (Endpoint Detection and Response)**

## **Multifactor Authentication (MFA)**

## **KnowBe4 (Employee Training)**

- ◆ Simulated Phishing

## **Inventory/Product Lifecycle**

- ◆ Warranty/Age of equipment

## **CSP Microsoft Licensing**

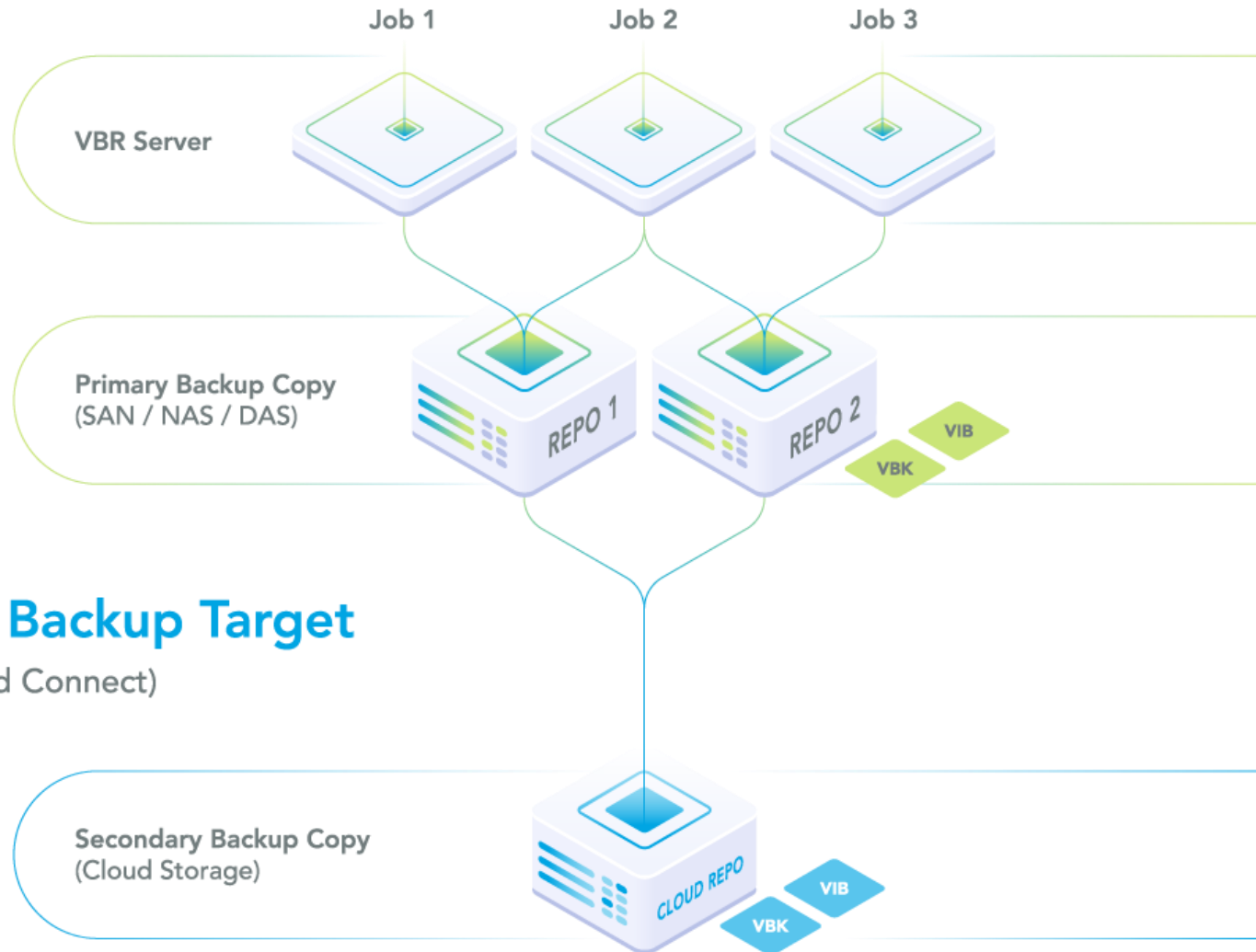
## **Hardware as a Service**

# Backup As A Service – Veeam / Wasabi



## End-User

(On-prem Veeam Backup Server)

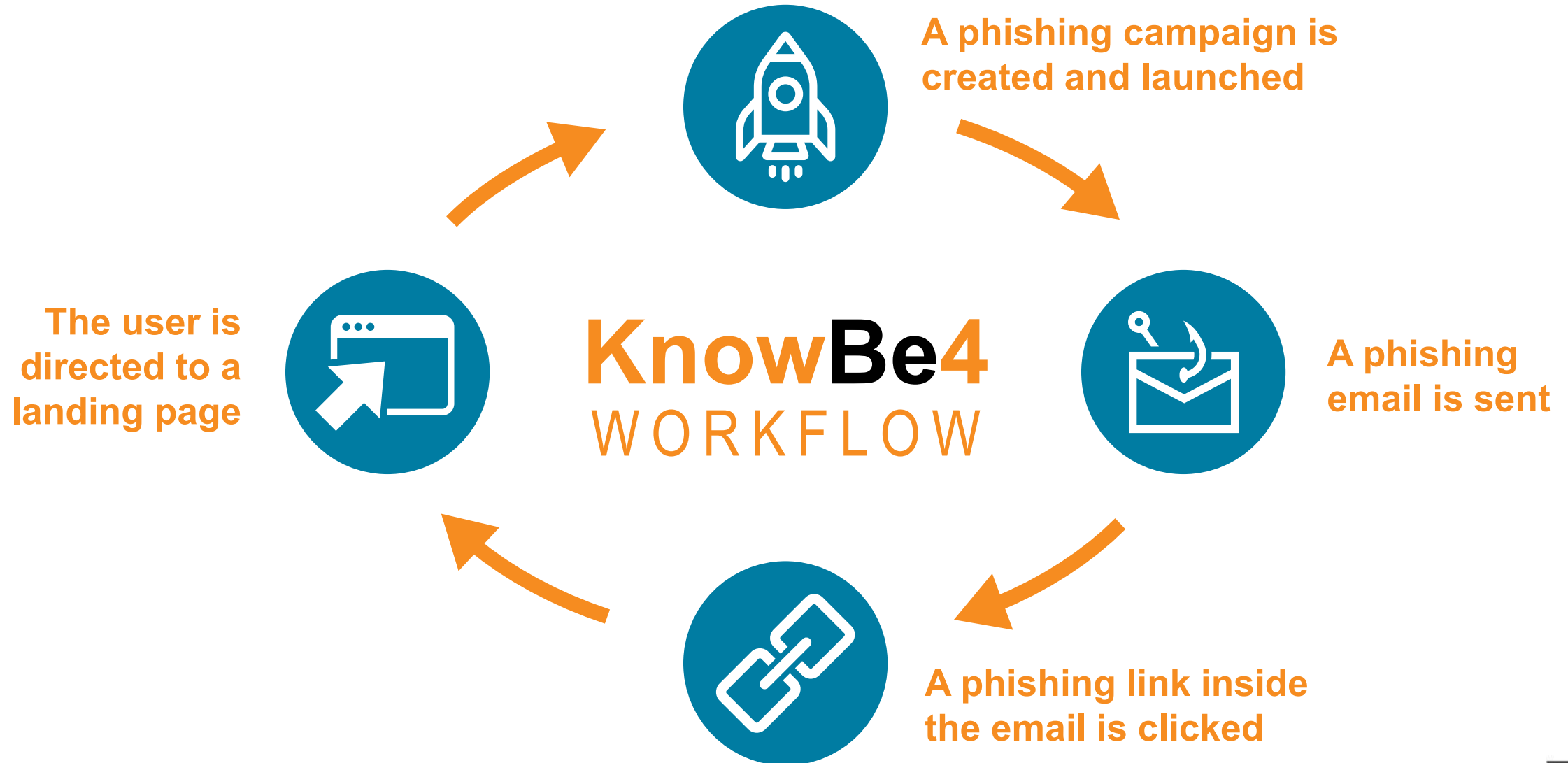


# EDR – Endpoint Detection and Response



| Prevent                                                                                      | Detect                                                                                                                                                                                              | Respond                                                                                                                                                                     | Predict/attack surface reduction                                                                                |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| File based malware<br>Signatureless<br>Pre-executive protection<br>Detect and block exploits | Behavioral based detection<br>for File-less attacks/ living off<br>the land attacks                                                                                                                 | Respond to security incidents<br>Alert Triage<br>Containment<br>Remediate<br>Investigate<br>Optional MDR services                                                           | Discovery<br>Visibility<br>Vulnerabilities                                                                      |
| <ul style="list-style-type: none"><li>• Pre- and <i>post-infection</i> protection</li></ul>  | <ul style="list-style-type: none"><li>• <b>Defuse</b> potential threats automatically</li><li>• Stop ransomware damage</li><li>• Continuous validation</li><li>• No business interruption</li></ul> | <ul style="list-style-type: none"><li>• Automated Response &amp; Remediation</li><li>• Playbook Orchestrated</li><li>• Memory snapshot for forensic investigation</li></ul> | <b>Attack Surface reduction</b><br>Discover<br>Applications<br>Rogue devices and IoT<br><b>Virtual patching</b> |

# KnowBe4 – Security Awareness Training





## A Leader for 4 Consecutive Years

2024 Gartner Magic Quadrant for Endpoint Protection Platforms

### SentinelOne Strengths

- ◆ **Product:** SentinelOne's EDR functionality, cloud-based management, ease of use and hybrid management capabilities are generally well-regarded by customers for their efficacy and maturity.
- ◆ **Product strategy:** SentinelOne's developments in the EPP market resulted in differentiated and intuitive console UX, balancing high configuration granularity with capability depth and ease of use. Recent and planned releases reaffirm its continued investment in maintaining EPP product efficacy while gradually expanding its portfolio.
- ◆ **Market responsiveness and track record:** SentinelOne's share of the EPP market is larger than that of most other vendors included in this Magic Quadrant.

### SentinelOne is Recognized for

- ◆ Cloud, hybrid, on-prem & air-gapped deployment
- ◆ Singularity Operations Center
- ◆ Vulnerability Management Solutions
- ◆ Endpoint & Identity unification progress



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# Gurukul Magic Quadrant



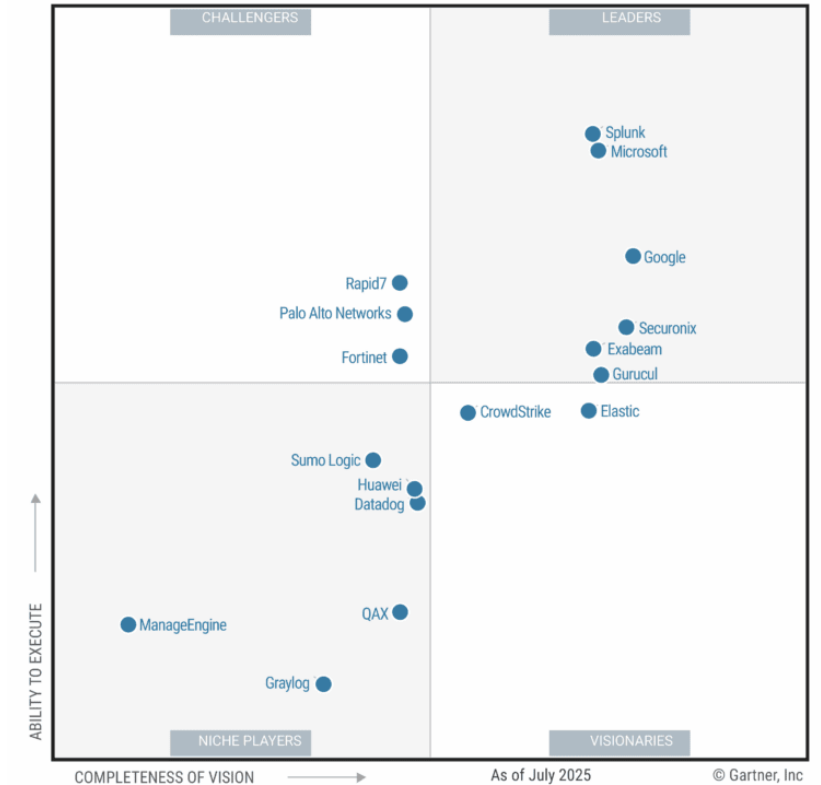
## Key Strengths (2025)

- ◆ **Advanced Behavioral Analytics (UEBA):** Strong, mature machine learning-driven analytics that detect unknown threats, insider threats, and identity-based attacks without relying on rules or signatures.
- ◆ **AI-SOC Analyst & Automation:** Offers an AI-driven "self-driving" SIEM that provides native AI agents to triage alerts, reducing investigation time.
- ◆ **Flexible Data Architecture:** Provides a "data lake" approach, allowing users to keep data where they want, control data costs, and retain data long-term for searching, which helps reduce vendor lock-in.
- ◆ **Identity Threat Detection and Response (ITDR):** Combines standard SIEM capabilities with strong identity-based analytics, a critical component of their "Next-Gen" offering.
- ◆ **Massive Model Library:** Utilizes over 2,500+ customizable machine learning models for actionable intelligence.
- ◆ **Operational Efficiency:** Known for reducing false positives by up to 70% and accelerating detection and response times by 40–60%. [1, 2, 3, 4, 5]

## Recognized for

- ◆ **Solving Complex Security Challenges:** Acknowledged for helping companies transition from reactive to proactive security operations.
- ◆ **Cost Control:** Recognized for helping to optimize SIEM costs through data optimization and flexible deployment options (SaaS, cloud, or self-hosted).
- ◆ **Real-Time Threat Detection:** Capable of finding zero-day threats in real-time by focusing on behavior rather than pre-defined patterns

Figure 1: Magic Quadrant for Security Information and Event Management



Gartner

# Gurukul Next Generation SIEM



## Get Full Visibility Without Escalating Costs

- ◆ Asset-Based Licensing, not Data Usage
- ◆ Consolidation of Data into a Single Console
- ◆ Any Input, Device, Application, and Source Normalized for Security and Less Storage

## Leverage Depth of Analytics for Advanced Detection

- ◆ Automatically Adapts to New and Emerging Threats
- ◆ Out-of-the-Box Threat Content (not extra)
- ◆ Open, Customizable, and Adaptive Behavioral, Multi-Cloud, Identity-Access, IoT Analytical Machine Learning Models (over 3000+)

## Increase Operational Efficiency and Improve ROI

- ◆ Risk-Driven Prioritization Means Less Chasing of False Positives
- ◆ Reduce Investigation Time with Improved Context
- ◆ Unburden Senior Analysts and Reduce Resource Requirements

## Enjoy Automated Eradication of Threats

- ◆ Dynamic and Targeted Playbooks for Automation
- ◆ Risk Scoring via Enterprise-Class Risk Engine
- ◆ Mitigate the Full Attack Campaign Before It Impacts the Business

# Challenge



## One of the Largest Convenience Stores

- ◆ Rapid turnover and need for helpdesk assistance
- ◆ Needed 24x7x365 coverage
- ◆ 1,000 calls a month
- ◆ We had the ability to turn up a level 1 / 2 helpdesk in a 30-day period
- ◆ All 100% RTI employees are US-based



## County XYZ

- ◆ Approximate 7 year tech debt
  - ◆ No internal IT resources
  - ◆ Had an existing MSP
  - ◆ No guidance from MSP on upgrading equipment to be under support
- ◆ 50 desktops with unsupported OS
- ◆ Server – unsupported Operating system
- ◆ Server – not under warranty
- ◆ Jail – 1 Firewall, 3 switches
- ◆ Courthouse Basement – 1 Switch
- ◆ Clerk of District Court – 3 Switches
- ◆ Treasurer – 2 Switches
- ◆ County Attorney – 1 switch
- ◆ County Assessor – 1 Switch
- ◆ Roads Department – 1 Switch

# Thank You!



Please feel free to contact us for more information

**Burl Keating**

[BKeating@1RTI.com](mailto:BKeating@1RTI.com)

601-863-6141

**Chad Rooney**

[CRooney@1RTI.com](mailto:CRooney@1RTI.com)

866.804.4388 x1055



## Cornerstones of Our Culture

PASSION | CREATIVITY | TEAMWORK