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Company Profile

Who We Are

River Run is a family of business consultants focused on IT. Our close-knit team is made up of 70+ engineers, technicians, account executives, and operations professionals, many of whom have been with us for over 10 years.

We have been providing Managed IT Services throughout southeastern Wisconsin and Northern Illinois, keeping our clients “up and running” since 1993. Our four-part support process, team model, and network security services let you experience IT at its best.

Your business comes first.

Our Difference and Mission

River Run provides unmatched technology experiences. Your dedicated team ensures that your system runs effectively and efficiently by proactively monitoring your network, avoiding potential issues and downtime while helping you grow. Critical security, backup, and maintenance keep you “up and running.” We offer the greatest value with a predictable budget.

We transform the reliability of your network through our R-Managed IT program and R-Team Model and measure your happiness through continuous communication and feedback programs. We care about you.

Experience IT at its best.

Corporate Social Responsibility

Striving for meaningful results in everything we do, we invest in the community that we reside in and that supports us. We are active in quarterly events and always give back to organizations such as Wellpoint Care Network, and we have established an IT internship program for students of Waukesha County Technical College to develop the future of our field.

Our Core Values

“FIPPERD”

We live and breathe FIPPERD. That same level of passion we have in our core values is shared with you.

We Are:

FOCUSED ON OUR CLIENTS

INNOVATIVE

POSITIVE

PRECISE

ENGAGED AND COMMUNICATIVE

RESPONSIBLE AND ACCOUNTABLE

DRIVEN

Core Offerings

R-Managed IT

R-Managed IT refers to the entirety of our service activities — directed by policies and organized and structured in processes and supporting procedures. The River Run Team designs, plans, delivers, operates, and controls information technology services for you, our clients.

What is the secret to River Run's R-Managed IT service? Actually, it is no secret at all. In fact, for River Run, it is as simple as Onboarding, Monitoring with Maintenance, Management, and Network Security.

R-ONBOARDING

R-Onboarding is the first step in every new engagement. We begin to know you, your business needs, current situation, and growth needs. Our technology assessment process is the most thorough review of your IT infrastructure available. We analyze your server and network infrastructure configuration, uptime needs and downtime limits, service usage, and consumption. Then we create a network schematic and develop a support process that meets your needs. Once completed, we present our findings and recommendations to you in person. We will review the findings, discuss solutions, and develop a final plan for implementation of our R-Managed IT services.

R-MONITORING WITH MAINTENANCE

R-Monitoring with Maintenance is a unique combination of customized services and state-of-the-art tools. Our 24/7/365 R-Monitoring and alerting application proactively monitors your servers, network peripherals, and workstations, and alerts the River Run Support Team when an issue occurs. Many issues are fixed before you even realize there was a problem. Asset tracking and reporting, back-up data and review of trends, and recommendation of permanent solutions are also important, time-saving features. Onsite and remote, prescheduled support services play a major role in our R-Monitoring process as well. Using our state-of-the-art Maintenance Checklist database, we are able to keep your network updated and healthy.

R-MANAGEMENT

Enhance the reliability of your IT network through this regularly scheduled Management program. By visiting with you on a regular basis, we ensure that your system runs effectively and efficiently. Your dedicated team will analyze network trends to avoid potential issues and downtime. R-Management includes budgeting, report review, trend analysis, and roadmapping.

R-SECURITY

Address the worry of a cyber-attack on your vital business data. Our network security service includes internal and external vulnerability testing to ensure your network is free from malware, spam, open ports, firewall and security weaknesses, and more. We are backed by a U.S.-based, 24x7 Security Operations Center (SOC) that guards your system to keep it safe at all times. On top of that, you regularly receive detailed reports that compile findings as a plan of attack against "bad actors" to ensure your business network and its data are protected and secure. Security is incorporated into all River Run services. It is not an event — it is a constant that includes:

- Regularly scheduled and customized maintenance visits, vulnerability scans, and patching
- State-of-the-art endpoint, email, network, and log security protection and monitoring backed by a U.S.-based 24x7 Security Operations Center
- Solid backup with disaster recovery

Additional Services

R-Backup

Protect your business against data loss and downtime with River Run's customizable backup service. We take the time to review your data storage needs and how your current process is working, and then determine if changes are needed. When it comes to backup, we help our clients avoid the unexpected!

R-Cloud

State-of-the-art, cloud-hosted services are an affordable, secure way to provide your business with powerful network resources without having to purchase or maintain internal servers. The solutions we provide are both secure and meet compliance requirements where needed. R-Cloud is flexible, making it easy to use only what you need.

R-IT Projects

When you have IT needs beyond your current support services, our IT experts are here to help. We will work with you to define the scope and hardware and software needs, and then provide the services to bring it all together. Each Managed Project includes the watchful eye of an experienced Project Manager who will work with you to ensure the project is on track, on time, and on budget!

R-Virtual CIO

With River Run's Virtual CIO Service, our experts can work as part-time senior advisors supporting your company's big picture, creating a strategic direction that achieves your business goals. R-Virtual CIO services provide the oversight for planning, roadmapping, and strategic IT Management.

R-Applications

The River Run Application Services Group has provided a host of proactive consulting services designed to help clients implement ERP solutions in a controlled manner, provide strategic planning, and assist in the management of our clients' IT services. We also specialize in support of many applications, including TABS and Worldox.

R-Phone Systems

River Run understands clients' needs for a full-service solution, and we offer VoIP solutions to our clients. A VoIP solution allows you to utilize your current infrastructure and potentially tie your voice and data services together to have one converged system that is designed to improve efficiency and reliability for end users.

**To learn more about how River Run will benefit you
or to sign up for Tech Flash, our monthly newsletter, call 414-228-7474.**



Experience IT at its best

We keep you up and running.

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