

Vortex Tool Selects RMM Solutions' Managed Services To Provide Local Helpdesk Support and Mitigate Risk

Wausau, WI – 08/10/2011 – RMM Solutions, a leader in technology solutions, announced today that Vortex Tool Company, Schofield, Wisconsin, has selected RMM's ProActive Managed Services to provide local help desk support and mitigate risk while reducing overall IT costs.

RMM Solutions implemented managed services within Vortex Tool's office and manufacturing plant. RMM's managed services helps prevent system downtime, stop virus and spyware infections, lower overall IT costs and provides access to a local helpdesk.

Over the past decade, Vortex Tool Company has built a reputation as an innovator, manufacturing high performance router and insert cutting tools for the woodworking and plastics industries. They looked for an IT partner with the same values and selected a service provider that could provide them with the best in technology and services.

"Hundreds of customers from across the country rely on us to provide them with precision cutting tools made with the latest in technology," said Matt Serwa, IT Manager-Engineering, Vortex Tool Company. "With that in mind we looked for an IT provider that could provide us with the latest and best in technology. RMM's Managed Services fit the bill – they help us maintain a secure environment and give us excellent assistance from their live local helpdesk. This helps us stay focused on the products and services we provide to our growing client base."

"We're honored to have Vortex Tool as a part of our technology family. As their IT partner, we value their faith and trust in our organization. We've proven that proactively managing your network always costs less than reacting to problems after they occur," said Rimon Moses, Chief Executive Officer of RMM Solutions. Our customers have **50-70% fewer problems than customers that are not in a managed services environment**. Our local helpdesk detects and resolves issues before they happen – resulting in less downtime, peace of mind and a predictable, scalable and well-managed network environment."



RMM Solutions
Page 2 – 08/10/2011
Vortex Tool Company

About Vortex Tool

Vortex Tool Company, Inc., designs and manufactures a wide variety of standard and custom high-performance router and insert cutting tools for the woodworking and plastics industries, and provides re-tipping and sharpening services. For more information about the Vortex XP series and their complete line of tooling, visit www.vortextool.com

About RMM

RMM Solutions has partnered with hundreds of organizations to deliver business-building technology solutions that work. Utilizing our unique consultative approach, we seek to fully understand the complex needs and initiatives of our clients before recommending a solution. We go to great lengths to ensure that our solutions will perfectly match and even surpass their needs. We then provide dependable and intelligent support to ensure that our clients' technology continues to serve its intended purpose for a long time, quietly yet powerfully. Find more information about RMM at www.rmmsolutions.com.

###