



Capability Statement

► Company Overview & Services

Ryan Technologies Group was formed in April 2008. Conceived to bring together experts in different facets of networking and computer support, Ryan Tech Group accomplishes this and provides complete solutions to IT projects, ensuring full communication between the disparate providers. Initially providing IT support services to small business and non-profit organizations, Ryan Tech Group is now actively pursuing government contracts.

With 18 years experience in computer and network services, and 8 years at the Social Security Administration supporting that Agency's Digital Library, Ryan Tech Group brings a broad range of services and capabilities to your Agency, including:

- Hardware and Software Services
- Citrix Integration
- Web Support
- Network Monitoring
- Network Appliance Setup and Maintenance – Routers, Switches, Firewalls
- Handheld Integration including Blackberries
- Hardware Sales (Dell Certified Reseller)

► Vendor Information

Tax ID Number:	26-2391831
DUNS Number:	021521479
CAGE Code:	5CNU0
Business Classification:	Small Business
NAICS Codes:	541512 Computer Systems Design Services 541513 Computer Facilities Management Services 541519 Other Computer Related Services 541611 Administrative Mgmt. and General Mgmt. Consulting Services 611420 Computer Training 811212 Computer and Office Machine Repair and Maintenance
Certifications:	MDOT MBE/DBE Certified Baltimore City WBE Certified

► Contact Us

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Website: <http://www.ryantechgroup.com>

Capability Statement

► **Principal: Diane L. Ryan, Owner**

As the technical lead and Senior Systems Engineer at the Social Security Administration from 2000 to 2008, Diane managed the contract team responsible for the ongoing support, maintenance and development of the Agency's Digital Library. Providing web-based, client-server and CD-based application access to end-users on the SSA WAN, across the Intranet, using Citrix thin-client technology to minimize bandwidth usage. Managing 30 Windows XP workstations, 38 Windows 2000/2003 servers, and multiple Unix/ SUN Solaris servers integrated on an Ethernet and Fiber optic network. Installing, troubleshooting and configuring 150+ COTS and Agency built applications. Building, maintaining and updating Windows, Citrix, Unix, Sun Solaris, SQL and IIS servers. Assisting in the SSA Digital Library's web page maintenance using the web development tools; Dreamweaver and Cold Fusion. Installing, integrating, and updating library applications on a PlasMon Jukebox system using Point Jukebox software. Providing access, delivery, and support from one centralized location. Configuring and maintaining remote communications support for the network over VPN. Researching and integrating pilot projects, from wireless LAN using handheld devices through database access and maintenance. She was also responsible for determining hardware needs, researching solutions, advising the customer on all technical matters, and coordinating and leading meetings with vendors regarding hardware and software acquisition.

Prior to work at the Social Security Administration, Diane supervised a staff of five technicians. Responsible for project management from pre-sales support to post-installation maintenance. She focused on increasing billable hours while maintaining customer satisfaction. She managed the company WAN, supporting Novell, Microsoft and Unix servers. This included creating and maintaining user accounts, implementing security policies, providing end-user support and performing hardware and software upgrades. It also included configuring and maintaining the Windows and Novell File Servers, UNIX Web Server and Microsoft Exchange Server. The external component saw her configuring, installing and supporting small to medium-sized networks in LAN and WAN environments, providing field service, help desk support and remote support.

CLEARANCE

Secret

EDUCATION / CERTIFICATIONS

MS / MIS University of Baltimore
Microsoft Certified Systems Engineer (MCSE)
Microsoft Certified Professional (MCP) Microsoft Exchange
Certified Citrix Administrator (CCA)
Certified Novell Administrator (CNA)
CompTIA Certified Technician (A+)

LANGUAGES

French
Italian
Spanish

