

# WHAT'S HAPPENING

What is up team!? We made it back for another rendition of the RCG SpeyGlass, where the Culture Club takes you inside the ropes and brings you all the juiciest details RCG has to offer. Our normal disclaimer still applies, while we can't promise to keep this brief, we will do our best to keep it entertaining. Just a reminder, we now have a feedback/suggestion box. (click the feedback button on the main landing page) Send us all your praises, we love them. Okay, now that the formalities are out of the way, without further ado, let's get into it. Try to keep up because we have A LOT to cover.

Insert 🎵 ***"The Boys Are Back In Town" by Thin Lizzy*** 🎵 ... Logan and Pauly returned and were a HUGE help with a bunch of projects around the office, for clients, and most importantly, keeping Laurence company in the back room. Even though they are already off to school for the year, we wanted to give them a quick shout-out for all their help this summer! We hope to see them again next summer. On the subject of odds and ends projects around the office.. Have you seen the deck lately!? We were finally able to get someone here to give it a good wash and staining. Matt and Mollie spruced it up with some flowers and we even have an American Flag and soon, an RCG Flag flying proudly! Now that the weather is getting more favorable, be sure to check it out sometime, it's beauteous.



Now, we know it's a bit soon and some are still recovering, but let's take a moment to reflect on a recent moment that will forever live in RCG history. The Great SonicWALL Fire of 2022. August 1, 2022: A Day that will forever be remembered as a day of great collaboration, communication, and overall teamwork. Sean said it best, ***"Thank you all for an amazing showing of teamwork and customer service. You met the need head-on without missing a beat. Yet again, you proved the RCG team is among the best in the industry."*** Teamwork like this is what keeps RCG at the top.

Alright. Now that the mushy stuff is out of the way, this is where we channel our inner Spey and bring you all the company happenings that keep RCG climbing that growth ladder to becoming a World Class leader in Managed Services. Since April we have been movin' and groovin' with new clients and projects. Let's all give it up for the project team for rocking our socks lately! We have TotalCARE upgrades for Hansaloy, Sethness, and Strieter. Dr. James Bishop signed on for workstation support, and Werner is moving forward with Teams Voice later this year! Not to mention all the recently CLOSED projects! Woo! Someone give this team a fan because they are on FIRE! We have to give it up to Dylan for crushing the PM role, and to Brad and Geoff for running the vCIO world! Great work guys! Spey is of course doing Spey things, in between checking himself out in the mirror, he brought in Alexandria Lighting, Steeplegate, and TapOnIt as new clients... not too shabby!

Alright, let's move on to some other, less business-y and more fun, company news shall we? There was a Terry spotting



lately! Did you catch him!? You may not have recognized him, he's definitely settled into that partial retirement life quite nicely. Now, let's have a chat about our beloved Adopt-A-River program. It is still going strong, even with 4-5 participants for each of our clean-ups so far this year. You guys are the real MVPs! The rest of you... let's just say you have one more chance this season to redeem yourselves. There will be one more clean-up scheduled for this year, we are shooting for some time in September, but just need to work out some scheduling logistics before making the announcement. There may or may not be a cookout of some sort associated with this clean-up, stay tuned. Finally, after months of no response from the city on getting our cool sign hung up at our river mile, Geoff took initiative and was nice enough to run down and post our sign for us!

If you're working in the office you may notice team members getting up from time to time to go for a nice stroll around the parking lot. You may be wondering what the heck they're doing, am I right? Well, the truth is, they're walking to earn some cash! I know, I know, you're probably saying to yourself, "What?! Walk for Cash?! How!?" Lucky for us, with our RCG health insurance, we have access to other wellness programs to help keep these tickers ticking, one being the UHC Motion app. You can earn up to \$3/day for just walking! [Check it out here](#) if you're not already signed up!

You guys!! **WE WON BEST CUSTOMER SERVICE** in the Quad City Times Best of the QC 2022 Contest! I mean, its really no surprise because you are all the best of the best but holy smokes!!! We beat out 15 other contestants, in the largest category the contest had! That's HUGE! While we strive to be a World Class MSP, we cannot get there without the customer service behind it! You all continue to show up for our clients in the most professional way possible! I am proud of each and every one of you and I hope you are just as proud to be a part of the family we have here at RCG. **CONGRATULATIONS TEAM!** Now we just have to keep it a secret until September 25<sup>th</sup>... no sweat.



Alright, now let's wrap up this extreme power hour with some RCG Culture Club announcements and updates! They have kicked you know what this year bringing us some pretty amazing things so far! Let's recap a little bit, in May we celebrated



Cinco de Mayo with a nice taco bar. In June, they went BIG and brought in La Flama to come on-site and bless us with their delicious tacos for an Employee Appreciation party after completing another successful customer service contest in April. Congratulations to our cash prize winners! Since then, they have been busy brainstorming and planning some EXCITING things for the rest of the year. Be sure to check the calendar of events and mark your calendars! Friday, October 7th, the Annual RCG Olympics is making its return! This is the event of *the* year and one you do not want to miss! On Friday, October 28th we will be hosting an RCG Halloween party! Dust off your chef hats and bring your A-game because we are bringing back the Chili-Cook Off! New this year, will be an electronic smash fundraiser! More

details to come on this but, come on, who doesn't want to go full-on Office Space on some old electronics from the basement? We have some fun things planned for November and December too, stay tuned for more details from Mollie! Finally, The RCG Snack Shop is set to open in September! If you haven't signed up for this subscription-based snack shop, do so now! [You can sign up using this form](#). Enrollment for the month closes on 9/5. Don't worry, it will reopen for enrollment at the end of the month again. Check the Snack Shop channel for details and updates!