



**Computer  
Troubleshooters**™

TECHNOLOGY SOLVED

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Tech Talk

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Computer Troubleshooters  
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Special points of interest:

Tech Tips wants to give you a few pointers on how to be environmentally friendly with your computer.

- Turn off your computer every night to save energy
- Recycle your computer at Fleetwood Bottle Depot on 15093 Fraser Hwy, Surrey, B.C. 604-585-3544 instead of throwing it out
- Let us help you through remote support
- Turn off speakers when your finished with them
- Send More E-mails!



## Moving Our Business Forward



Our vision in the next three years for Computer Troubleshooters is to better our company. We are of course always looking to expand but one of our main focuses is going to be on being environmentally friendly. We plan on doing this by recycling broken computers that can't be fixed, through the BC recycling program. As well, we use a management program for a client help desk and invoicing which reduces the amount of paper invoices we give people. This way everything is done electronically. Computer Troubleshooters knows that when you buy a computer from big box stores that sells computers, the computers are packaged in large amount of Cardboard and Styrofoam. The new computers we buy have very little packaging therefore reducing the amount of waste being thrown away. One thing that we want to make more popular is our Remote Support. We use Remote Access software to monitor action computer repairs. How is this helping the environment? We are all very aware of the negative impact that the automobile has done to the planet. Using Remote Access and help desk software means that we aren't constantly commuting to and from client's premises.

## More Computer Troubleshooters Green Services



You might be interested to know that Computer Troubleshooters not only goes to your site to install/repair your computers/network, we also offer services that work for your company remotely without us having to go there.

Server monitoring, as the name implies, is a software that monitors your servers 24/7 and tells us immediately should something go wrong. It does that by sending us emails and SMS messages stating the nature of the problem. It monitors the CPU activity, the memory, hard disks, Internet/network availability.

This means that very often we know there is a problem BEFORE the customer knows themselves. It also means that the monitors tell us in advance that something is not right and we can take corrective action before it becomes a crippling problem.

Remote backups can also be quite useful for a number of clients. Most customers that have subscribed to this service have done so because they feel safer knowing a copy of their data is kept on another location. Should they have a break in or fire we can reinstall a new computer with all their data kept in the remote backups.

The backups are done automatically over Internet, and are encrypted.