

Computer Troubleshooters
Surrey/Langley/White Rock

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COMPUTER TROUBLESHOOTERS HAVE BEEN IN BUSINESS FOR OVER THREE YEARS NOW AND IS GOING THROUGH A LARGE EXPANSION.

IN THE LAST YEAR WE HAVE BROUGHT IN A NEW BUSINESS PARTNER, FRANCOIS VANASSE, OUR TECHNICAL DIRECTOR. FRANCOIS BRINGS WITH HIM EXPERIENCE IN I.T. SYSTEMS AND COMMUNICATIONS. WE HAVE ALSO HIRED AN OFFICE MANAGER, VALENTINA MAROCCO, WHO HAS BROUGHT WITH HER EXPERIENCE IN OFFICE MANAGEMENT AND CUSTOMER SERVICE RELATIONS AND WE HAVE ALSO HIRED A FULLY QUALIFIED ENGINEERING TEAM. STEPHEN IS STILL WORKING HARD AS AN ENGINEER BUT HAS STARTED TO VENTURE OUT INTO THE MARKETING AND SALES PART OF THE COMPANY.

SPECIAL POINTS OF INTEREST:

COMPUTER TROUBLESHOOTERS IS A WORLDWIDE FRANCHISE TEAM WITH:

- 575 LOCATIONS IN THE WORLD
- IN 25 DIFFERENT COUNTRIES
 - 30 IN CANADA
 - 13 IN B.C.

Fix it Fast with Remote Support

IS THERE ANYTHING MORE FRUSTRATING THAN HAVING YOUR COMPUTER, PRINTER, OR OTHER VITAL PIECE OF TECHNOLOGY BREAK DOWN AND STOP WORKING?

OF COURSE, IT NEVER FAILS TO HAPPEN WITHOUT WARNING AND AT THE MOST IN CONVENIENT TIME.

BUT WHAT REALLY MAKES YOUR BLOOD PRESSURE RISE IS HAVING TO WAIT HOURS OR EVEN DAYS FOR A TECHNICIAN TO SHOW UP TO REPAIR IT. NOT ONLY IS IT FRUSTRATING, BUT IT CAN NEGATIVELY IMPACT OUR BUSINESS IN MORE WAYS THAN ONE.



OUR REMOTES SUPPORT GETS YOU FIXED FAST

NOW, THANKS TO OUR REMOTE RX SERVICE, WE CAN ACCESS YOUR COMPUTER FROM A SECURE BROADBAND CONNECTION TO DIAGNOSE AND TROUBLESHOOT YOUR COMPUTER OR OTHER DEVICE VIA THE INTERNET WHILE YOU WATCH. GONE ARE THE DAYS WHEN YOU HAD TO LUG YOUR COMPUTER TO A REPAIR SHOP OR WAIT FOR A TECHNICIAN TO SHOW UP. ALMOST EVERY TYPE OF PROBLEM YOU EXPERIENCE WITH YOUR COMPUTER CAN BE FIXED REMOTELY WITHOUT HAVING TO WAIT. BUT THE BENEFIT OF THIS SERVICE DOESN'T STOP THERE.

HERE'S AN EVEN **BETTER** BENEFIT OF REMOTE SUPPORT THAT YOU PROBABLY DIDN'T THINK OF

SINCE MOST COMPUTER PROBLEMS CAN BE PREVENTED WITH PROPER PC MAINTENANCE, THIS REMOTE RX SERVICE ALLOWS US TO MONITOR YOUR COMPUTER NETWORK FOR PROBLEMS AND ADDRESS THEM BEFORE THEY TURN INTO DOWNTIME, DATA LOSS, AND OTHER ISSUES. MANY OF OUR OTHER CLIENTS ARE ALREADY USING THIS SERVICE AND LOVE IT!

Autotask

COMPUTER TROUBLESHOOTERS HAS ACQUIRED THE SERVICES OF AUTOTASK TO HELP WITH OUR CLIENT MANAGEMENT AND SERVICES MANAGEMENT. AUTOTASK WILL LET OUR CLIENTS VIEW ISSUES VIA A SECURE INTERNET PORTAL, SERVICE TICKETS DIRECT TO OUR HEAD OFFICE IN CLOVERDALE WHERE OUR OFFICE STAFF WILL ALLOCATE THE CORRECT

ENGINEER TO BEST LOOK AFTER OUR CLIENTS I.T. NEEDS AND CONCERNS. CLIENTS WILL HAVE THE ABILITY TO ACCESS THEIR CLIENT WORK HISTORY, SEE, MONTH BY MONTH WHAT WORK WAS COMPLETED, WHICH COMPUTER TROUBLESHOOTER THEY DEALT WITH, AND THE COST OF THAT WORK. MONTHLY INVOICE AND MATERIAL BILLING CAN

ALSO BE VIEWED. OVER TIME THESE SERVICE TICKETS AND WORK HISTORY WILL ALLOW OUR CLIENTS TO VISUALLY SEE THE TOTAL COST OF OWNERSHIP FOR ALL THEIR I.T. SYSTEMS.