

THE TECH-KONNECTION

Tech-Knowledgy News & Information

March 2010
Volume 5, Issue 2

Bi-Annual Computer Maintenance

(The Better Alternative)

These days, our computers have become more important than the television. They help us work, keep us informed, connect us with family and friends, entertain us, and when they stop working or become annoyingly slow we make the costly, impulsive decision to replace them. There is a better alternative! Tech-Knowledgy Services has been helping hundreds of families and businesses in Northern Virginia, DC & Maryland solve technical problems since 2002.

Replacing an appliance like a television or a coffee maker is easy and is sometimes the best overall decision when problems arise. Computers, however hold what seems like a lifetime of data, pictures, music, and custom settings. It takes hours if not days to properly configure a new computer the way you like it, reinstall all your applications and sync your data. Sometimes the cost of repairing a computer is worth saving the hassle of replacing it. In the event that you do need to replace the computer, it's important to buy exactly what you need for the next 3-4 years, not something to just get you by right now. We Can Help!

Our non-geek, customer focused technicians can look over your computer and help you make the best decisions. Our only goal is to serve your family or business in a way that earns your repeat business and referrals. We are interested in building long term relationships with our clients and do so with integrity and many years of experience.

The best solution is to try and stay ahead of problems. We recommend scheduling a tune-up every 6 months. Many times we can remotely access your computer over the Internet to take care of small issues, go to your home or office for standard repairs or take it to our office for more advanced support. Our records indicate that the best time to do this is between January or February and again July or August. Typically after the holiday season and just before school starts.



We are offering a **\$25 discount** for all Tune-Up services scheduled before **August 31, 2010**. Even if you use another repair company or have a repair person that helps once in a while, I encourage you to give us the opportunity to earn your business. Like hundreds of others, you will be happy you did.

Business Support Contract

(Flat Rate, All Inclusive Service)



Tech-Knowledgy Services offers one of the most comprehensive support contracts in the industry. We charge a flat fee per computer or server per month. Our contracts cover remote support and on-site assistance whenever needed without additional hidden fees or hourly charges. Given that our support is all-inclusive, we encourage our clients to email us with questions or let us know about annoyances to fix before they become problems. There is nothing we won't do for our clients, from researching faster Internet alternatives to troubleshooting an excel spreadsheet formula issue.

Every business of 5 or more employees should have a technical support contract. Those who do should evaluate every year how that company has performed and be open to negotiating a better alternative. We would very much like the opportunity to meet with business owners who pay hourly, monthly or quarterly for support to show them how we can be more cost effective, more responsive and provide a better peace of mind.