



“19 Reasons Why You’ll Want To Outsource All Of Your Computer Support To The Computer Center.”

**The Computer Center
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From the Desk of: James Pearson

President, The Computer Center

Dear Colleague,

It just amazes us how unreliable and arrogant some computer technicians are.

When you call them for help, you end up talking to their voice mail. Then when you finally get them on the phone, they make you wait hours -- even days -- before they can actually come out to see you. Even at that, a lot of them are late, never really explain what they are doing, and as a final insult, bill you for work that you are not satisfied with!

Enough Is Enough!

We think it's about time someone finally got it right. That's why we decided to start a "one company revolution" and commit ourselves to delivering fast, affordable computer network support from technicians who really know what they are doing.

Although we don't think this is an amazing concept, it still surprises us how many companies don't get it right. After all, you and I know that there are plenty of computer consulting firms out there offering some type of network support; but an awful lot of them are new or just getting started in the business. Some will even outsource their clients' projects to part-time technicians that are between jobs or to companies overseas.

We've been servicing customers in Janesville for over 30 years and ALL of our technicians are full-time employees that hold the most up-to-date certifications and expertise in every area of networking. When you hire us for ANY project, not only can you expect it to be done right, but you can expect it to be done on time and on budget.

Enclosed are comments from clients that will validate these are not just hyped up claims but very real reasons why you'll want to outsource all your IT support and service to us.

Happy Networking,

A stylized, handwritten signature in black ink. The signature is fluid and cursive, starting with a large 'J' and ending with a long, sweeping horizontal line.

James Pearson, The Computer Center

Responsive & Competent, 2 Important Requirements!

The Computer Center has been of great value to my company since 1997. We grew fast and so did our Computer Network.

Before finding The Computer Center, I tried a number of "Computer Servicing" companies in my immediate area looking for a company I could trust to service my Windows NT network. I had several companies come in for small problems. After the first few, it was apparent to me that it wouldn't be easy to find a company that was both responsive and competent, wouldn't take me for a ride, and would be around long enough to get to know my company and our needs. The Computer Center was the only one that fit all those criteria.

I know that if problems arise when I am unavailable, anyone in my office can call The Computer Center, and they will have our system up and running ASAP. Their expertise has helped us out in several areas and made our recent switch to new ERP software smooth and productive.

Sara Beth Jeninga
Jeninga Bros. Metal Forming, Inc.

Knowledgeable, Quality Service

Nova Molecular Technologies, Inc. continues to rely on the expertise of the Computer Center for all our computer networking. We consider them to be knowledgeable, have quality service and are very timely in response to our needs.

Sidley Knutson
Nova Molecular Technologies, Inc.

A Change in Computer Service Providers Proves to be Good Experience!

We have been using The Computer Center for a little over a year for our computer needs. We have found the entire staff to be very professional, helpful and courteous with all of our computer needs. We are like any other business, when the computers don't work we need help and need it now. The Computer Center has responded to all of our needs quickly and efficiently.

We have a number of laptops used in the field and they tend to be a headache. Getting and keeping the laptops running is a chore, and we can count on The Computer Center staff to take care of our needs. Changing service provider's has been a pleasant experience. Thanks, we appreciate the dependable service we have received.

Robert Socwell
Tri-County Dairy Supply

Service Second to None

My company has enjoyed the relationship we have with the Computer Center, not only are they the most professional computer company we have worked with, but their service is second to none. Our company depends on our computer networking system and cannot afford "down-time". If we have a problem the staff of the Computer Center are there to talk us through it or will be on-site as soon as possible.

I also enjoy the diversity of the company. they have specialist on staff that can not only design, install and service the system that fits the needs of your own company, but also have staff that can even setup your web site.



Sincerely:

Bill Boyd

Partner

Boyd Consulting Group Inc.

Training & Service Combined to Make a Superior Computer System.

Our office switched from a Mac computer system to Windows with the help of the Computer Center. It is a difficult transition for non "computer people" but with the training and assistance of the Computer Center, we were up and running with the system quite quickly. We now have a far superior computer network office system.

Laura W. Sterling

Clair Law Offices, S.C.

The Computer Center Suggestions Make Company More Efficient!



We have been very pleased with the service we have received from The Computer Center. I appreciate your documentation of our system, so when we discuss problems and upgrades over the phone you have information about our whole system available. Your suggestions for improvements have helped us function more efficiently – suggestions for improvements that I didn't even know were available or that would help us.

Tracy Tronnes
Nelson-Young Lumber Co.

Their recommendations have always proven right for us.

The personal and expert service provided by The Computer Center staff is exceptional. They are accessible and respond in a very timely manner in emergency situations. They have taken the time to know our business. Thus their recommendations have always proven right for us. They are head and shoulders above any other service we or any of our clients have experienced.

Jim Hutchinson
Husch Services, LLC

Top Notch Customer Service

Tom was really outstanding. He took the time to explain the steps required to get the system running. Tom was patient with my questions. He went the extra effort to give me his phone number if anything went wrong that evening after hours. He also offered alternatives and explained the pros and cons of my issues. I would give Tom your highest rating.

Scott Schroeder,
Scott L. Schroeder S.C.



Fast As Lightning Response Time

“Neil jumped on this one as soon as I called the help line.” (Beloit Regional Hospice)

“Thanks for the very fast reply and resolution.” (CHS)

“Any time we have to call you we have always had excellent and courteous service in a very timely manner...NEVER had a disappointment” (Boyd)

“Thanks for the prompt emergency service.” (Johnson Tractor)

“Thanks for the prompt and timely service that we receive from the Computer Center. I would recommend them to anyone looking for quick and accurate service.” (St. Elizabeth Manor)



“Problem quickly solved!”

(Catherine Speth, Mutual of Omaha)

“Great service, friendly staff! I love how I can call and get a KNOWLEDGEABLE rep without any wait. These days that is getting harder and harder to find this combination of qualities/competencies. Thanks much!” (CHS)

Prompt and Amazing Service



I have been a customer of the Computer Center now for over 11 years. Their service and technical expertise has without exaggeration saved the day for me and my partners on many occasions. They currently provide support to 4 of my companies and all of my management teams are 100% pleased with their service.

Last week, I was getting ready to leave for Austria for a meeting at the International Atomic Energy Agency when at 6 AM my computer became infected with a “Systems Tools” virus that completely shut down my computer. I contacted the help desk at 8 AM sharp and within a couple of hours my computer was virus free and I was able to complete my trip preparations. I find this capability to have my problems handled over the internet and quickly to be a major plus to the Computer Center’s product

portfolio and strongly recommend to anyone who has need to take advantage of this capability. The Computer Center's technical expertise, timely response to their customers, integrity and professionalism have been the hallmark of their customer service attitude since I began working with them.

George Messina, NorthStar Medical Radioisotopes

Always Professional and Fast Service

Handled in a very professional manner Issue was resolved immediately. Was asked appropriate questions and able to understand what was needed of me on my end to assist with troubleshooting.

Brenda M., Evansville Manor

Consistent and Excellent Service

Every time Jason has to work on something in our office, he does an excellent job. We have never had a problem calling the Computer Center and in fact, we highly recommend them to our clients.

Kim B., Boyd Consulting Group

Always Going Above and Beyond

In addition to completing the technical side of a conversion of a database from our server to a web-hosted site, Shane took the time to walk several of us through the process of using the web-hosting service. This was very helpful.

Randy D., Mid America Bank

How to Contact The Computer Center

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Janesville, WI 53545

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About The Computer Center

We provide Janesville businesses with a full IT staff at a fraction of the cost that they would pay a low-level full time IT Manager. Our team eliminates the hassle of dealing with the single knowledge and abilities of a lone "computer guy." What makes us unique is that we proactively manage our customer's computer networks to eliminate many of the headaches and hassles of using computers to run a business. We guarantee our customers amazing customer service and dedication to them and their businesses. No other computer service provider in Janesville can provide as many client success stories as we can.