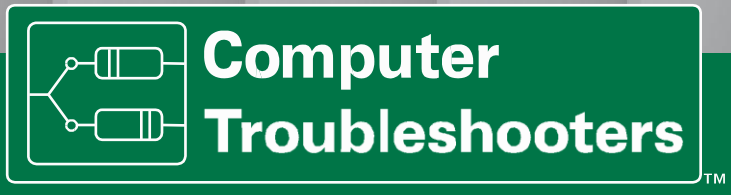


# TECHNOLOGY SOLVED



# IRELAND



# SOLUTIONS

## Catalogue



# INTRODUCTION

Table of Contents



## *Computer Troubleshooters: The Best of Both Worlds*

Computer Troubleshooters represents the perfect marriage of friendly, responsive service from a locally owned business with the knowledge and support of a large network. When you hire your local "CT" you can relax knowing that they have been screened and trained by the technology support franchise ranked #1 by Entrepreneur Magazine AND Franchise Business Review. Your local CT has access to tools, training, and special vendor partnerships that make them the perfect partner for any of your technology needs, plus support from almost 500 other Computer Troubleshooter's office around the globe.

As a fellow small business owner your Computer Troubleshooter knows the challenges every small business faces, and also understands how technology can help your business run more smoothly, more efficiently, and more profitably. This catalogue highlights the benefits of some of our most popular small business technology solutions. For more information or to schedule a free consultation on which solutions may be right for your business, call your Computer Troubleshooter anytime.

## *Table of Contents*

- Page 2: Introduction/Table of Contents
- Page 3: On Demand Services (Break/Fix)
- Page 4: BEST
- Page 5: Backup & Disaster Recovery
- Page 6: IP Telephony
- Page 7: Electronic Document Management
- Page 8: Specialty Services
- Page 9: Website Design & Search Engine Marketing
- Page 10: HaaS & SaaS
- Page 11: HOST



# SERVICE ON DEMAND



Service On Demand is our most flexible service offering. Simply call us whenever needed for services such as:

- Hardware and Software Troubleshooting
- Upgrades
- Network Support and Installation
- Server Issues & Setup
- Application Installation and Support
- New Equipment Sales & Installation
- Independent Advice
- Virus/Spyware Protection and Removal
- Spam & Internet Security Consulting
- Internet and Email Setup and Assistance
- Routine Maintenance and Tune-Ups
- Web site Design and Hosting
- Remote Access and Diagnostics
- Data Recovery

On Demand services are available to small business and residential customers without a service contract for a low hourly rate (or fixed-fee pricing for carry-in and some special services).

For maximum benefit, including reduced costs and fewer computer problems, we recommend small businesses consider our BEST service plans.



# B.E.S.T. PROGRAMME

Business Enhanced Support Technology



At Computer Troubleshooters we recognise the critical role that computers, networks, and technology in general plays in every small business. From email and word processing to online banking and e-commerce, every small business depends on technology to maximise their productivity and their profitability. But what happens when your technology lets you down? How much staff time is wasted dealing with slow computers or system crashes? How much of your time is spent answering software questions for others in the office? And if your system crashes, how do you recover your data?

That's why we created Business Enhanced Support Technology (B.E.S.T.), the industry's leading support plan for small businesses. For a flat monthly fee we do the following:

- Handle any computer, network, or server problem (including Windows, Virus, & Spyware problems) via remote support or on-site.
- Monitor your technology 24/7, including preventing up to 80% of all computer problems before our customers are even aware of them.
- Install advanced remote support tools to enable our team to diagnose and resolve problems quickly if they do occur.
- Monitor your backup system to be sure your data is backed up safely.
- Provide a Helpdesk so all your employees have prompt, easy access to high quality support consultants anytime they have a computer question or problem.
- Manage all your Technology Vendors for you (Internet, Phones, Business Applications)
- Guarantee No Downtime (on our Trouble-Free plan)

Small Businesses owners around the world have been raving about our BEST programmes. The benefits they often cite are:

- Less Downtime
- Higher Staff Productivity (less time wasted on computer problems & questions or in dealing with suppliers)
- Being more Proactive versus Reactive with IT solutions
- Predictable Expenses for Easy Budgeting (even server crashes are covered under our flat monthly fee)
- Peace of Mind knowing someone is working 24/7 to keep their systems running smoothly, and will respond quickly if emergencies do arise
- Reduced Costs compared to the old-fashioned "pay by the hour" approach

*For more information about BEST, including a free 30-day trial of our BEST monitoring systems, contact us today!*



# BACKUP & DISASTER RECOVERY



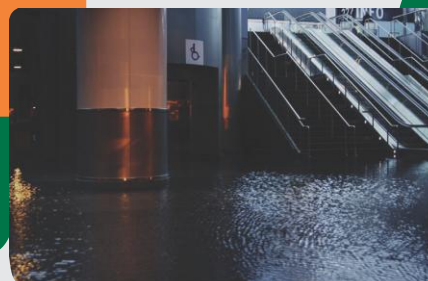
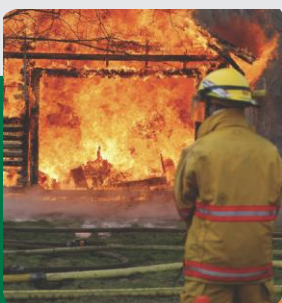
It's something no business owner wants to think about: What would happen if tomorrow all your data were gone? All your client records, emails, documents, accounting files, artwork, and HR files –gone? History tells us that almost half (43%) of business who suffer catastrophic data loss will never reopen, and even more will be out of business within a year. Small businesses are among the most vulnerable because too-often they lack full-time IT support, which means backups may not be running, or may not be backing up all critical files.

Fortunately Computer Troubleshooters has easy Backup & Disaster Recovery solutions for businesses of all sizes. Our available solutions range from simple, low-cost online backup options up to our Ultimate BDR solution which includes:

- Near-Real-Time backup to a local BDR server device
- Simultaneous backup for 1 to 20 local Windows Servers
- Secure Remote Storage: all backup images are securely transmitted to two remote servers for maximum safety and protection from catastrophic disasters
- On-Site Virtual Server: In case of a Server Failure, our On-Site Virtual Server can be remotely configured to assume the functions of the dead machine in less than one hour. This allows our clients to continue working while we work to repair the dead server, and makes restoring the data to the repaired server very quick and easy.
- Data Restoration: Local restoration from the On-Site Virtual Server is quick and easy. In case of a catastrophic situation where all data and the On-Site Virtual Server is lost, a replacement Virtual Server can be configured from the remote images and shipped to the client site (or an alternate site) within a few days.
- Complete Management: The Ultimate BDR solution is monitored 24/7 by our Network Operations Centre and in the case of any problems or issues the local Troubleshooter is immediately alerted



*Securing your data is absolutely critical to your business success. For a free consultation on an appropriate Backup & Disaster Recovery system for your business, contact us today!*



# IP TELEPHONY



Every small business needs an affordable, professional communications solution. Today's IP-based telephony systems are light years ahead of the older proprietary phone systems, and make it easy to add features that were once available only in the most expensive phone solutions.

Your Computer Troubleshooter can work with you to design an IP-based telephony solution that incorporates any of these features:

- 40% to 80% less than the cost of a traditional phone system
- Unlimited extensions
- Unlimited auto-attendant (i.e. "press 1 for sales, press 2 for service, press 9 for a dial-by-name directory")
- Unlimited voicemail\*
- Voicemail-to-Email: receive your voicemail messages in your inbox (great when working from home or on the road!)
- Music-on-Hold
- Direct-Inward-Dialing (specific phone numbers to reach people directly, without the menu)
- VoIP support for low-cost calls and extra phone numbers for callers in Ireland and around the world
- Integration with Outlook or other CRM packages
- Follow-Me support sends calls to your cell phone or other local phone wherever you are.
- Queues route callers to groups of employees who can handle their calls.
- Scheduler functions change your menus and recorded messages depending on the time of day
- Easy, drag-and-drop call transfer functions
- Support for both new IP phones and traditional analogue phones
- Dial-by-Name directory
- Telecommuting: use an IP phone at home or where a suitable internet connection is available (great for branch offices!)
- Conference Bridges (for easy group conference calls)
- Intercom, Call Forwarding, Call Waiting, & Call Return functions
- Useful Reporting & Graphs
- Easy Call Recording or Monitoring
- Disaster Survivability: routes calls to your employees even if they cannot go to the office.

*Talk to your Computer Troubleshooter today about how an IP Telephony system can help your business succeed.*



# DIGITAL DOCUMENT MANAGEMENT



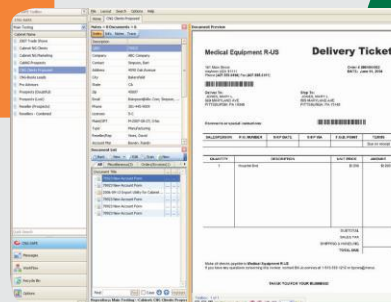
Still filing the old fashioned way, with bulky filing cabinets and a myriad of folders and labels? There's a better way. Large companies have switched to digital document management systems to transform time-consuming manual filing & retrieval processes. Now Computer Troubleshooters is making the same technologies available to small businesses – at an affordable price.

Digital Document Management solutions not only speed file, storage and retrieval processes, they also enable efficient collaboration for all your employees. Other benefits can include:

- Immediate on-demand access to filed documents from any networked computer (including optional remote access with proper authorisation)
- Easy search & retrieval functions let you search for files based on customer, transaction type, date, or any other key information.
- Related documents can be linked for easy retrieval.
- Security & Privacy features limit access to selected information by user
- Easy Record retention assists in regulatory compliance
- Easy scanning & filing system
- Track file access for process monitoring and regulatory compliance
- Fewer bulky file cabinets & boxes taking up valuable office or expensive storage space
- Fewer filing errors & fewer opportunities for lost files.
- No more wondering “Who has the Murphy file?”
- Easy integration with Quickbooks or CRM systems

Digital Document Management systems are not expensive. For a complete review of how to cut through your paper clutter for a more efficient, more productive office, contact your Computer Troubleshooter today!

*Ask for a free copy of “The Paperless Office”, a whitepaper on the implications and realities organisations face in their attempts to go paperless, by Troy State University.*



# SPECIALTY SERVICES



Computer Troubleshooters is designed to be a complete IT solution for small businesses. As such we've developed numerous additional services based on requests from our small business clients. Some of these are handled locally, others are handled by dedicated and pre-screened specialists around the world. These services include:

- iPod & laptop repair
- Data Recovery & Forensic Data Analysis
- Domain Registration
- Website Hosting
- Staff Training
- Dual-Monitor Setups
- Leased Systems
- Custom-built Computers from Dell and Computer Troubleshooters
- Apple Macintosh repair



# WEBSITE DESIGN & SEO MARKETING



## ***Solutions Guide – Website Design & Search Engine Marketing***

An effective internet presence is a must-have for any small business today. More and more customers are using web searches when they previously might have used yellow pages or other traditional sources, so a small business who doesn't appear at or near the top of relevant web searches is going to miss out on potential business.

An effective website strategy today should include four key elements:

### ***Content-Oriented Website Design***

Having a website, and even getting people to view your website, is not the goal: getting people to BUY from your website is what you really want. So we work with website designers who know how to create content that is compelling and informative for your website visitors, and thus more likely to facilitate sales. A "sale" might mean an actual purchase from your website, or a phone call or email from a prospect who wants to hire your firm based on the information they received from your site.

### ***Search Engine Optimisation (Organic)***

Building on your content-oriented website, our designers will work with key search terms for your business to optimise your website based on the most recent search engine algorithms. Our consultants are skilled in building relevant, effective websites that rank well when local customers are searching for your offerings. These search results are often called "organic" because they occur "naturally", without any direct payment to the search engine.

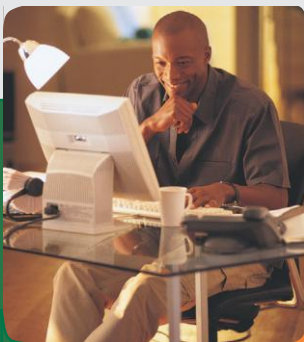
### ***Search Engine Marketing (Paid)***

A good search engine marketing campaign includes both organic and non-organic (paid) components. The key to an effective campaign is being able to work within our client's budget to find the most effective balance of paid and organic advertisements. Our SEM partners work to manage your campaign so that each month your ads are updated and refreshed based on the most recent search and keyword data for maximum results within your budget.

### ***Social Media Marketing***

Today's most effective websites include social media components, which include blogging, social networks (including Facebook and Myspace), business networks (LinkedIn), discovery sites (Digg, StumbleUpon), and multimedia (Youtube, Flickr). Incorporating a social marketing component increases the likelihood that your website will be discovered directly, plus it generally increases the organic search rankings of your website as well. SMM can also improve the effectiveness (sales rate) of your website by improving the perception potential customers have of your knowledge and services.

*To find out more about how Computer Troubleshooters can help you build a compelling and comprehensive internet marketing strategy, call us today!*



# HaaS & SaaS

Hardware-as-a-Service & Software-as-a-Service



## Hardware-as-a-Service (HaaS)

What if, instead of paying up front for new computers and software and then worrying about when to upgrade them in the future, you could just pay a simple monthly fee to “rent” or “lease” the technology you need, as you need it?

With a HaaS solution all your technology expenses – hardware, software, maintenance, and support – can be rolled into one easy monthly payment, which is often less than you’d pay if purchasing them yourself. For more information and to see if a HaaS solution is right for you, contact your Computer Troubleshooter today!

## Software-as-a-Service (SaaS)

SaaS is just a fancy way to talk about software on-demand. Many applications, including customer databases, Exchange & general email, SharePoint collaboration tools, Blackberry services, and web meeting software just to name a few, can be easily hosted elsewhere and accessed via the internet. This means you can access them from any web-enabled PC and you don’t have to worry about maintaining your own servers or backing up your data – the host provider takes care of that for you.

Computer Troubleshooters offers a wide range of SaaS solutions from our vendor partners, including:

- Share projects, tasks, calendars, and documents with WebEx Web Office
- Implement enterprise-class email with calendars and synchronization abilities through Hosted Microsoft Exchange
- “Push” Email to your Blackberry, Windows Mobile cell phone, or iPhone with Hosted Exchange, Blackberry, or Goodlink mail services.
- Conduct online meetings with employees or customers using Web Conferencing
- Protect your Email and Network from Viruses, Spyware, Phishing, and more using Hosted Email Filtering & DNS Filtering.
- Archive past emails for backup or regulatory purposes using Hosted Email Archiving.
- Backup all the critical data on your servers and individual PC’s using Online Backup & Hybrid Backup solutions.
- Give employees access to their PC from any internet-connected PC using our Remote Access solutions.
- Access hosted solutions for Word Processing, Spreadsheets, Database, & CRM solutions using our Hosted Office solutions.

*Pricing for SaaS solutions varies but is generally priced at an amount per month per user, so you can easily scale up or scale down as needed. Ask your Computer Troubleshooter for more information about any of these SaaS solutions.*



# H.O.S.T. PROGRAMME

Home & Office Support Technology



Don't forget your home PC! Our clients liked our BEST business plans so much they asked for something similar to manage their home computers, so we created H.O.S.T. (Home & Office Support Technology). Based on similar technology to BEST, our inexpensive HOST plans give you peace of mind without breaking your wallet.

Your 1 Year Subscription Includes:

- FREE ANTI-VIRUS
- FREE ANTI-SPYWARE
- \*PRE-SCREENED\* WINDOWS BUG FIXES
- 1 REMOTE TUNE-UP
- CRASH AVOIDANCE AND SYSTEM HEALTH MONITORING
- QUARTERLY PC HEALTH REPORT
- UNLIMITED ONLINE BACKUP
- 20% DISCOUNT ON ADDITIONAL SERVICES!

All for a small monthly fee!



