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CCS Technologies

300 Main Street, Coopersville, MI 49404 www.ccstech.net "Local Support • Personal Service • Since 1976"

Use Your Life Line! Money Saving Tips from Your Computer Tech

by Scott Toney

► This year has been challenging for businesses and individuals alike. A common factor has been the need for a fast, reliable computer. Companies rely on their machines to communicate with customers and vendors, track inventory, do their accounting and payroll, and run specialized software that relates directly to their industries. The average home user snaps hundreds of family photos, balances their checkbook, updates their resumes and communicate with friends through email and a whole host of social networking sites and web searches. In both cases having your computer down is very disruptive and costly both in terms of repair and lost productivity.

Being on the front lines we often see things that could be avoided. I thought this would be a good time to share some customer experiences and success stories.

Customer #1 – A small business owner runs his office out of his home. His machine was so badly infected with viruses that it would not boot up. He suspects some software his son installed to be able to "watch movies" caused the problem. With payroll due in a few days, he needed help right away. He also could not contact his vendors or customers without his email. All of his important documents and specialized software were inaccessible.

Success Story #1 – Our first attempt at virus removal failed. The virus had a root kit included and disabled many critical Windows functions. Fortunately this customer uses *Acronis* backup software and had a full system backup from only a few days prior. I was able to restore the entire contents of his hard drive with no loss of data and no need to reinstall anything. He took it home and got back to work.

Moral of the story: BACKUPS SAVED THE DAY!!! He is also now keeping the kids off of his business computer to avoid any more "accidents".

Customer #2 – A college student with a paper due on Monday. He just downloaded the latest song with Limewire and "it didn't work", now the computer is infected with viruses and basically unusable. It's Friday at 2pm.

Success Story #2 – The availability of Emergency Service at *CCS Technologies* allowed him get it looked at right away. The technician was able to identify the virus, use a manual removal tool designed for that problem and kill it. We also helped him clean up the P2P (peer to peer)

software from his machine, dramatically improving Internet speed. It was done in time for him to pick it up by the end of the day.

Moral of the story: Avoid P2P software! "Free" (possibly illegal) music is not worth it, especially with other free or cheap (legal) alternatives available.

Customer #3 – A retired couple was considering replacing their notebook because it was broken. After a friend recommended a new Internet Security package their 4 year old notebook became so slow it was basically unusable and would not connect to the Internet.

Success Story #3 – Unfortunately, they did not remove the previous antivirus product and the new antivirus was bogging the machine down to crawl. We were able to remove all the software causing conflicts and install a version of *Avast* antivirus (a free version is available to all home users). We used our fast Internet connection to quickly download and install all the latest Microsoft patches and updates. A little bit of minor cleanup made the machine run great and they did not need to buy a new computer.

Moral of the story: You don't need to know how to fix your car to drive it. The same goes for computers. This repair was quick and inexpensive. Compared to the free advice from a well meaning friend, it was really worthwhile for them to just bring it in for service from an expert.

CCS Technologies strives to keep our customers operational. With virus threats causing more damage than ever, keeping your antivirus protection in place is critical. There is value in making sure you have good backups, avoiding risky Internet use and simple maintenance. This can turn a money saver into a life saver. When it comes to computers, let us be your life line.

"Relax...we're on IT"

www.ccstech.net



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