



"Local Support • Personal Service • Since 1976"

www.ccstech.net

"Relax...we're on IT"

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CCS Technologies

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# The CCS Difference

► What is the CCS Difference? Why hire CCS Technologies to repair your computer equipment? Why buy your next PC from CCS Technologies? Why hire CCS as your technology support company for your business?

As we open another retail computer store and computer repair center in downtown Grand Haven, we know there are potentially many new people that will be asking themselves those questions. Let us give you some honest answers and then you can ask yourself if it makes sense for you to work with CCS.

Known for our integrity, CCS Technologies has been serving the computer needs of West Michigan businesses for over 33 years. Our business clients tell us they rely on us year after year to be their Information Technology service provider.

The CCS Difference can help you with all your PC needs...let us help you stop worrying and start relaxing!

**Keeping our clients operational** - More than technology, we know how important it is to keep your business running. We see the big picture and know that your technology systems are an important part of your overall operation. IT systems must run and they must run well to keep your business operating at peak performance.

**33 Years** - You need IT support that will be there tomorrow. The IT industry has many startup companies but many disappear after a year or two. You should trust your business technology to a company that has been there for the long haul and will be there tomorrow.



**"Local Support"** - Central locations in West Michigan give us fast response times for our customers. Most of our clients are within 20 minutes from one of our locations. Of course we have remote tech support, but many times tech support requires on site visits and we get to you quickly.

**"Personal Service"** - Your IT Client Manager lets you talk with the same Tech, saving you time and money. Your business will be assigned a personal representative as your business client manager who uses the whole CCS team as needed. To us "Personal Service" means going above and beyond normal industry support with truly personal knowledge of you and your business.

**No "Techie Talk"** - We speak in plain language, always striving to communicate in terms you and

your staff can understand. We do not believe in keeping secrets. We teach and share ways for you to run your computer equipment more efficiently.

**No "Hold Time"** - Real people answering your phone call with quick connections to our local Support Technicians.

**High Quality Hardware** - Major brand components and industry leading brands with the highest levels of system compatibility. Whether you need to upgrade, repair, or replace, they will keep your company on the leading edge.

## Setup and Ready to Use!

**"Setup and Ready to Use!"** - Why buy your next new computer from CCS Technologies? A better value! When you purchase a new computer from CCS Technologies your new computer will be prepared for immediate use - you get complimentary services that others charge you for.

**Repair Center** - Offering drop-off or on-site service; specializing in all types of personal computer and printer equipment upgrades and repairs. Common tasks include system performance improvements, hardware replacement and enhancements, virus removal, data recovery and data transfers.

**Certified Professional Technicians** - With decades of technical and professional experience. A fine team dedicated to offering you nothing short of the very best IT support service. Ask us for references!

**Full Range of Tech Support Services**- You need a unified support company that has the ability to design, sell, implement, configure, and maintain your computers, workstations, business servers, network security, wireless network, workgroup printing, backup solutions, email accounts and websites.

**Only what your business office needs** - You can scale our help to your technology support needs - from a simple question (Help Desk Support) to a fully integrated network (LAN) connected to different location via the internet (WAN) and anything in between. So if you only need a little or a wide range of support, we can help your business or organization and that will help you **Relax**.

Choosing CCS Technologies for your IT Company is a good choice. One you can feel confident about.

"Relax...we're on IT"



## Virus Scam: A New Angle

► You may have received an e-mail of late that says it is from Microsoft or the IRS. If you receive the Microsoft version, it claims that a new security patch needs to be downloaded. If it's from the IRS, it claims that you may have unreported income to disclose. In either case, the e-mail is most likely bogus. Even though it appears as if it is coming from a legitimate address, in actuality, it is an attempt to trick you.

[Microsoft.com.msalerts.net](http://Microsoft.com.msalerts.net) might have the word "Microsoft.com" in its path, however the REAL domain is msalerts.net and Microsoft.com is simply a fake sub-domain. [IRS.gov.reportincome.org](http://IRS.gov.reportincome.org) is another example. Reportincome.org is the actual domain; they just typed IRS.gov in front of it. Be rest assured if you go to this link, you will most definitely NOT be giving your information to the IRS. In fact, know this. The IRS will NEVER contact you via e-mail. It says so right on their site. And Microsoft almost never communicates to users via e-mail since they don't even know your e-mail address unless you opened a service request with them. In either case, pay close attention to what you open and as always, contact CCS Technologies if you aren't quite sure.

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