

TECHNOLOGY TIPS

THE TECH SERVICES GROUP NEWSLETTER
DECEMBER 2008

(888) 642-1966

www.tsghelp.net

One Call for All Your Computer Service & Sales Needs

Tech Services Group, LLC provides professional computer service and sales for small to medium sized businesses and residential customers. If you are looking to purchase a new desktop, laptop, or server we carry most brands as well as our own line of custom built desktop computers. We also carry all related products such as monitors, routers, printers, keyboards, and software. If we can't get a product for you, we'll tell you the best place to buy it.

If you simply need some help with your existing technology, our 2 current technicians have over 20 years of combined experience in the computer support industry. Tech Services Group was founded in 2002. Some of the many services provided include:

- Networking & Internet
- Anti-virus & anti-spyware
- Data backup planning
- Software & hardware sales & setup
- I.T. outsourcing

If we can help you or someone you know in any of these areas or if you have questions about our services, please call us at (888) 642-1966. You can also visit our web-site at <http://www.tsghelp.net>.

New Contact Procedures

As the number of customers we service has grown, it is getting more difficult to manage the number of calls that come through directly to my cell phone. When calling with new issues, please use one of our office numbers so that we can offer the best possible service.

(949) 459-1677 main office
(888) 642-1966 toll-free
help@tsghelp.net

By calling one of these numbers you will usually be able to speak to Kim immediately, who is able to schedule appointments or let you know our availability for answering questions over the phone. In emergency situations she

will be able to get a message to a technician immediately so that your issue can be resolved more quickly. If you have a question or an issue that is not time sensitive, you can also e-mail us at help@tsghelp.net. Someone will usually respond to e-mails within 24 business hours.

Over the next few months, we will be making improvements to our web-site which will allow you to submit trouble tickets online. Look for an official announcement in early 2009.

Are You Protecting Your Computer Data

Today we are storing more important data on our computers than ever before. Business owners often have all their vital information on their computers in the form of financial records, customer information, and e-mails. At home, all of our family memories are stored as digital photos on our computer. A failed hard drive can destroy all of that data in an instant and while it is often possible to recover data, it is usually very expensive. I once had an estimate of \$1,800 to recover data from a bad hard drive.

A good backup plan can protect all your computer data. A backup plan is comprehensive and effective only if backups are easily managed, performed frequently, stored off-site, and easy to test. Previous backup methods have limitations. External hard drives do not easily allow off-site storage & can fail. CD or DVD backups require user interaction for each backup which can limit the frequency of backup jobs. Also, there is a limit on the amount of data that can be practically backed up making it difficult to include a large number of photos, music files, or videos.

Past forms of backup have limitations that have been resolved as high speed Internet connections have become the standard and hard disk storage has gotten less expensive. If you have a high speed Internet connection, online backup is likely the solution for your backup plan. Your data is secured using an encryption

password of your choice before sending it daily to an off-site data server. Personal accounts are under \$50 per year while business accounts are under \$100 per year. Please give us a call if you'd like your backup plan reviewed.

New Technician Joins Tech Services Group Team

Some of you have already met Joule Middleton, the newest member of the Tech Services Group team. Joule will be focusing on servicing customers in the South Bay & L.A. areas as I focus on customers in the Orange County area. Joule joins Tech Services Group team after spending 8 years at Activision, a video game company where I previously worked. He is originally from Bay City, Texas, just outside of Houston, and now lives in Inglewood with his wife and 2 children. He looks forward to providing you with the same level of service you've come to expect.

Hourly Rate Increase

Effective January 1, 2009, our hourly service rate will be increasing from \$80 to \$100 per hour. There is a 1 hour minimum for all on-site appointments. We offer a number of options for servicing your computers.

For those of you who have not tried it yet, we offer remote support over the Internet. With remote support, Joule or I can connect to your computer with your assistance and see your computer screen. For remote support we bill by the quarter hour.

We also offer pickup service for certain time intensive jobs which will allow us to perform certain jobs for a set price. This is often recommended when you have a computer that won't boot and we need to run hardware diagnostics or reinstall Windows.

Featured Products

We hope that you will think of us when purchasing any computer or technology related equipment. We sell computers, monitors, printers, software, and much more. If we can't get you the

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product you need, we'll advise you what to get and who has the best deal. Just give us a call before you buy and we'll make sure you get the right product for the right price. Here are some of our currently featured items:

Lenovo ThinkPad R61 15.4" Notebook

Price: \$995.00



- Intel Core 2 Duo T8300 2.4 GHz processor
- 1 GB memory (up to 4 GB)
- 160 GB hard drive
- DVD Burner
- Wireless G network adapter
- Gigabit Ethernet
- Windows Vista Business (w/ downgrade to Windows XP Pro)

Targus Ultra-Lite Corporate Traveler Notebook Case

Price: \$89.00



This 3 pound nylon bag features a air cushion system to protect your notebook computer. It comes in sizes for your 14" or 15.4" notebook. It's the ideal solution for the everyday business traveler.

AVG Anti-Virus 8.0

Price: 1 computer / 2 yrs \$51.00

There are obviously many choices for anti-virus software to protect your computer from viruses and other Internet threats. The software we personally use and recommend is AVG Anti-Virus.

AOC 19" Widescreen LCD Monitor

Price: \$149.00



This LCD display offers great value. Features include:

- VGA Input
- 1440x900 Resolution
- 5ms response time
- Built-in speakers
- 3 year warranty

Windows XP Sales to End in 2009

Microsoft will discontinue sales of Windows XP on January 31, 2009. This means that Windows Vista will become the only Microsoft Operating System installed on new computers. If you plan to make any computer purchases in the next month or two and would still like Windows XP instead of Vista, please contact us before the end of January to discuss your options.

California Electronics Recycling Fee to Increase

Effective January 1, 2009, the fees you are required to pay when buying LCD computer monitors or televisions. The fee for LCD displays is between 4 and 15 inches will increase from \$6.00 to \$8.00. For screen sizes of 15 inches to



34 inches the increase will be from \$8.00 to \$16.00. All devices over 35 inches will be \$25.00, up from \$10.00. This means that if you are in the market for a new big screen television or computer display, ordering before the end of the year will save you some money. You can visit <http://www.boe.ca.gov/sptaxprog/pdf/l203.pdf> for more information.

Referrals to Other Services

Tech Services Group is part of a referral networking group in Orange County. As a member of this group, I'm able to refer my clients and associates to other qualified business professionals. The list of professions in which I know very credible and ethical business people includes:

Accounting
Advertising – Lead Generation
Attorney – Business & General Law
Attorney – Estate Planning
Banking - Business
Business Financing
Custom Kitchen Design
Electrician
Employee Benefits – Individual/Group
Financial Investments
Heating, Ventilation, Air Conditioning
Insurance – Business & Personal
Men's Fine Clothing
Mortgages - Residential
Pest Control
Photographer
Real Estate – Commercial Property
Real Estate – Residential Property
Skin Care / Cosmetics
Toner & Ink Cartridge Sales
Voluntary Employee Benefits
Web-Site Developer

Please contact us and we can put you in touch with any of these professionals.

Happy Holidays!

We at Tech Services Group would like to wish you a Merry Christmas, Happy Hanukkah, Feliz Navidad, Happy Kwanzza, and Happy Festivus for the rest of us!