

The Intrepid

Volume II, Issue I, Spring 2004



News for our valued customers!

In this Issue...

Real stories
CWF Announcements
Training NEWS
Technical Tips
Calendar of Events

REAL STORIES...ABOUT REAL COMPUTERS

THE PAYBACK OF QUALITY SERVICE

Many companies spend hours on the internet searching for the best price on computer hardware. What may start off with a series of clicks, invariably ends up with many unforeseen obstacles once the boxes arrive.

Software installation and the transfer of business data to the new equipment is only the beginning.

CWF often receives frantic calls stemming from such a scenario. The callers need

our assistance to help them get their business up and running as quickly and painlessly as possible. The end result, is although the company saved some money on the hardware, they ended up spending significant money to get the job done right, while also losing money in lost productivity. While it was the right idea to save money on an expensive asset, the most important element of a

computer network investment was disregarded. That is, the importance of a reputable service provider.

Most national brand companies are not structured to service the small to medium sized business owner. These companies believe that the use of the internet, third party service providers and international call centers best serve their customers' needs. What they fail to recognize, is that the small business owner has the same needs as a Fortune 500 company, just on a smaller scale.

That's where we come in. At CWF the above steps are rolled into one neat package. Quality service to the small to medium sized business owner is our primary mission and we have made a significant investment in our team of service engineers, our telephone support system and in the latest technology to remotely monitor and service small to large networks. While we have made the right investments, the business philosophy of the company transcends this. Our staff has the right training and the right tools to do their job, but the characteristic that makes our service

(cont'd on back)

"Our focus is on serving the small to medium sized business"

CWF Announces Miponix

CWF introduces Miponix Medical Solutions, the physician's advocate, providing the medical community with technology solutions. We have researched over 600 EMR and PPM programs; now you can enjoy the benefits of a comprehensive and cost effective management program.

Contact us today at 508.477.4767 x 4 for a consultation and get started on the road to making technology work for your practice! You can also visit us on the web at www.miponix.com.



CWF
Computers Without Fear
509 Falmouth Rd.
Suite 6
Mashpee, MA 02649

Tel: 508.477.4767
TollFree: 877.847.4085
Fax: 508.477.4166

info@cwfinc.com
computerswithoutfear.com

CWF Events & Happenings

- ◆ CWF/Miponix is pleased to announce that it has become the authorized reseller of AltaPoint Medical Practice Software for New England.
- ◆ CWF/Miponix is an authorized reseller of eCast Electronic Medical Records software in the northeast US..

Technical TIP of the Month

Get the Most Out of Your Backup Tapes!

Most people have a one-week rotation of tapes using five tapes. Some people have a two-week rotation using 10 tapes. Here's how to get a *four-week* rotation using eight tapes.

1. Label your tapes Monday, Tuesday, Wednesday, Thursday, Friday1, Friday2, Friday3 and Friday4
2. Each Monday through Thursday use the Monday through Thursday tapes.
3. Each Friday rotate the tapes you use.
4. Cycle through the Friday tapes. This will give you the ability to go back four weeks at any time.

Why would you want to go back that far?

A CWF client had a database that became unusable. The database had been corrupting for approximately two weeks. The backup tape from three weeks prior was used to restore the database. While three weeks worth of data was lost it could have been worse – they could have lost all of their office data.

Please see our web site for Backup Basics and other Tips!

engineers stand out in the business community is the mind-set that the customer comes first.

A CWF Service Engineer is assigned to every customer that purchases a service contract. It is the engineer's responsibility to know the applications in use and the technical structure of the business they service. The state-of-the-art remote network monitoring tool, which routinely examines key technical elements of the customer's network such as server uptime, tape backup status, storage capacity and network security, has proven time and again to benefit the business owner immensely.

Recently an optometrist's office saw the full benefit of this service. While monitoring the network on a Sunday night one of our service engineers noticed that this customer's server went down. The next morning at approximately 8AM he was in the customer's parking lot waiting for the owner to arrive. She was surprised to see the engineer, especially so early on a Monday morning. He explained that her server was down and that he wanted to get her network up and running before the business day began.

On another occasion an engineer was sent out to Nantucket because of a major server crash. The engineer worked late into the evening, consequently missing the last boat and plane back to the mainland.

Our dedication was equally evident when, late on a Thursday afternoon, we received a call from a company with whom we had not previously done business. Their entire network was down and they were unable to operate their business. The engineer worked through the night to ensure that our new client could function the next day.

While most companies can save a few hundred dollars on internet computer purchases, beware of the hidden costs of time and money to complete the installation. CWF is here to provide the service you require. Our focus is on serving the small to medium sized business. That is what we do well! Please check us out on our web site at

www.computerswithoutfear.com.



CWF Announces Customer Referral Program

At CWF we recognize that the most significant measurement of a customer's satisfaction is when our customers recommend our services to a colleague, business contact or friend. We value customer referrals, as they are demonstrative of the confidence and trust our customers have in our products and services. To show our appreciation for these valuable referrals we have developed the *CWF Customer Referral Program*.

How does it work?

For every referral that becomes a client you will receive a 1-hour credit towards a future service. The customer who provides the most quarterly customer referrals will also receive a \$100 gift certificate to the restaurant of their choice.

There is no limit on the number of referrals one can make, as each referral that qualifies translates into valuable service credits. To find out more about our Customer Referral Program, please visit our website at www.cwfinc.com.



CWF Training News

Computers Without Fear has been providing companies and individuals with personal computer instructor-led training classes for over 15 years. Currently the Training Center is offering private group sessions. Our public schedule of courses will resume in the fall. As an individual you may be waitlisted into an upcoming class. Available courses can be heard through our phone system or by checking the Calendar on our web site. We can also set up a tutoring session, which is billed at an hourly rate.

www.computerswithoutfear.com

Please visit our web site to check our current class schedule, service contract details, virus and security advice, this newsletter, updated listing of events or email us either via our web site departments or directly at info@cwfinc.com. We await your inquiries, comments and suggestions!