

# Service Pack 2011

## Alexander's Computer Services

Released July, 2011

## Notable Improvements

### Two Staffed Offices:



Although our roots are firmly planted in Delaware County, we are developing a second ACS family in the Lancaster area. We are currently designing a horse-n-buggy laptop :)

### Chris is a Full-Timer:

Last year, our daughter Heather married Chris Ermel. For their first anniversary, we gave him a full-time job and Heather a part-time position. They are wonderful additions to the Alexander and ACS family.

### Remote Access Repairs:

Although our primary method of remote access was good, at times it would fail to connect forcing clients to bring their computer to the shop. Therefore, we added two more methods, saving fuel and time, both precious commodities.



Such a special day!



Do not get the wrong idea, Rocky loves having clients stop to chat.

### Referrals

The ACS family has grown over the years primarily from your referrals. We treasure your trust in us and have initiated

a program to say **"Thank-You"** in a tangible way. So, don't be surprised when you get a card from ACS anytime we

find that you added to our family. Please let us know good and bad experiences as you refer us to your friends.

### Quick Reminders

Who is doing your Monthly Care?

Annually your tower should be cleaned with compressed air

Does your data get automatically backed up daily?

### Time for a NEW pc?

Due to popular demand, we have expanded our NEW pc purchase plan into three options:

1. Bring your new pc to the shop and we configure it for safe family usage
2. We purchase and configure
3. We purchase, configure, deliver, and setup

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