

Internal Medicine of the Twin Cities

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RE: Tech Assurance

I recently had a visit from Brandon Pridgen, Technoogy Specialist, he explaining what Tech Assurance was introducing into the Monroe, West Monroe area. The concept of being proactive about your computer and networking needs, having a computer background he peeked my interests.

He convinced me it was time to be proactive instead of waiting for our computer equipment to break down, so we signed on with Tech Assurance and they began to monitor our equipment. A few of the services they provide us are:

- 1) monitor all the equipment and check for conflicts that may be cause problems**
- 2)do full nightly backups of our Server**
- 3) run virus control software to all our computers, and insure it is up to date**
- 4) analyze what equipment we currently run and let us know what they think would help our office to be more efficient**

One of the main reasons I was interested in what they have to say is because we have 3 multifunction printers that are on a service agreement with them and I have always been impressed with their response time. The response time that Adam has provided is great.

I would recommend Tech Assurance to any business that is dependent on computers .

Linda Anders
Office Manager