

*Please request our rate sheet for details
and current pricing.*

BILLING CATAGORIES

Flat Rate

We currently bill by a flat rate schedule. Call for current prices.

After-hour calls and emergency calls are more; again call for current rates.

Piece Work:

Network/Wiring outlets are priced per outlet or by the estimated footage.

After the flat rate, we bill in half hour increments.

Hardware and software: We make the purchases and include the costs in you bill.

CONFIDENTIALITY

We adhere to the strictest policies concerning information about you and your business. To do our job effectively, we will need full access to your computer(s). Under no circumstances will we divulge any information about you or your business that we may encounter. We can be fully compliant with any confidentiality forms that your business may require for acceptance of our services. We also have our own confidentiality forms that are part of our contracts. We do not distribute or sale email addresses for *any* reason what so ever.

Please Note: We do not maintain a storefront. Give us a call; we'll come to you!

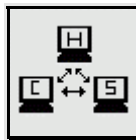
ho lis tic

Pronunciation: hO-'lis-tik

Function: *adjective*

Date: 1926

1: relating to or concerned with wholes or with complete systems rather than with the analysis of, treatment of, or dissection into parts.



Holistic Computer Solutions

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HOLISTIC COMPUTER SOLUTIONS

TECHNICAL SUPPORT
FOR THE
INDEPENDENT
BUSINESS

Future Solutions Now



HCS

“A STITCH IN TIME...”

An old saying, but still very true...

Practically all businesses these days have at least one computer; most have several. They keep their books, contacts, do email and surf the Internet. The disadvantage that plagues a small business or the home office is the lack of trained computer personnel "down the hall". When you have a problem, it can bring things to an unpleasant halt. Once you find someone to help, you still have more down time while you try to communicate to a stranger what you have, what happened, and they try to determine how to fix it.

Our business is built upon the idea of offering technical support for the small business and home offices.

We like to identify problems and provide training to avoid the downs *before* they happen. In the event something goes wrong, we are on call for you. On an initial contract service call, we'll do a primary "clean-up", perform basic maintenance procedures, and Profile your system. The time for this can vary considerably but the average is 1-2 hours per machine. We do everything possible to optimize and protect your system. Your computer's security is always paramount to us. After the initial visit, we make a monthly return visit and make sure things are still running smoothly and answer any new questions you may have. *These monthly visits are the key to success for all of us.* Not only do we provide a service by tuning your system but we also become a familiar face that you can feel comfortable calling on

anytime. We maintain detailed books, approximately 20 printed pages per machine, so we become familiar with your system. When you call upon us, we can pull your book and know in detail the components of your system. This is an extremely efficient method of providing you with prompt technical support.

When you purchase a contract, you get reduced hourly rates, an on call technician, and peace of mind. Our job is to work with you to make your computers work for you.

SUPPORT

Time and time again, when we are on a job, we are asked questions like "How can I change my screen size?" or "How can I print my Excel workbook like I want?". We like computers. We work with them every day and play with them every night. Our knowledge covers many aspects of computer usage and the programs that people use everyday in their own line of work or at home. We can interface with product technical support people because we can speak their language. We can answer many of your questions, show shortcuts and demonstrate ways to use a computer more effectively, teach you how to take control of your computer and be safer and smarter on the Internet. Security is a personal issue with us. We want everyone to protect themselves and understand the vulnerabilities of the modern computer. It helps protect us all.

NETWORKS

Today, network technology is built into practically every computer sold. Broadband Internet access such as cable modems and DSL lines are becoming widely available. With about \$200 in extra hardware, a few hours of time and a qualified technician, you

can have a computer network in your home. If you have more than one computer in your home or office, there are many reasons to network your computers. Access to central files to avoid the confusion of duplicating files, sharing printers, shared access to the Internet (like using a cable modem), and "head-to-head" games are the most common reasons.

We have installed networks in small offices, home offices and even private homes that want to share broadband Internet access. We can do the wiring, hardware installation and software configuration. To be honest, network hardware is becoming user friendly. You can go to your local computer hardware store and purchase the components and with some effort set it up yourself. The problem is the Internet is not a benign environment these days. There are many issues that should be addressed and steps taken to protect your privacy and data. Doing this for you is a part of our service.

For approximately \$100 in hardware plus time we can set your standard printer to function like a true network printer-independent of a computer! Ask us for more information!

Ask us about our “**Holistic Cleaning**” service. We will scrub down your equipment, including printers, inside and out!

Call 919-788-9498

Just ask and we'll send you a Contact Package full of details and pricing info!