

## FAQ: ReliaCare for Business

Answers to some common questions about ReliaCare

**Q:** What is ReliaCare?

**A:** ReliaCare is ReliaTech's program to provide proactive, scheduled computer service for small and medium-sized businesses.

**Q:** Why ReliaTech? There are a lot of places I can call for computer repair.

**A:** There are many reasons to choose ReliaTech. Most important is the quality of our work. Our customers love us, and we have the testimonials to prove it. Every one of our technicians holds at least one nationally-recognized certification, the average is 3 certifications per technician. We are so confident that we offer our famous "no fix, no fee" guarantee. In addition, our rates are consistently among the lowest for the work we do. In fact, our rates are about half those charged by the Geek Squad. Finally, we are a nonprofit organization, the social enterprise of the Stride Center. Every dollar of profit we make goes to help low-income individuals become trained to get well-paid jobs in the technology sector. And our paid intern program helps students earn money while they learn to refurbish computers that then are distributed to nonprofit organizations and low-income individuals.

**Q:** Why schedule computer service? Can't I just call you when something breaks?

**A:** Scheduled services greatly reduce downtime by finding problems before they stop your work. Research finds that the cost of a computer breakdown at just one workstation can cost \$1,000 an hour or more! In today's down-sized and interconnected office, every person is doing essential work, and they rely on their computer to do that work. When one computer breaks down, the entire office is affected. ReliaCare can reduce work-stopping computer problems by as much as 90% -- keeping your people working productively.

**Q:** Is ReliaCare expensive?

**A:** ReliaCare is inexpensive on two counts. First, for a small office of 4 or 5 people, it can cost as little as \$9 a day. Secondly, the cost of a single day with just one key computer out of service can be as much as \$8,000. If a virus spreads across your network, your entire office can be sitting idle. ReliaCare is like an insurance policy for your computers -- for a small investment, you avoid a major expense.

**Q:** How does ReliaCare work?

**A:** We sit down with you to assess your needs by taking a quick inventory of your IT equipment, and talking with you about how your organization uses its computers. We then provide a quote for your service contract. When we start service, we come to your office on a pre-arranged schedule -- as often as weekly or as seldom as monthly, depending on your needs. Our certified and courteous technician attends to each computer, and addresses problems you and your staff have noted in the log book we provide.

**Q:** What services are included?

**A:** We take care of all your routine maintenance and service needs. This includes making sure that Windows, Office, and virus software updates are current, installing new software and hardware, addressing email, network and printing issues, tuning computers and hard disks, adding new users, setting up new computers, printers, and scanners, and helping you move staff around in your office. Within the time our technician is in your office, we will take care of virtually any computer need.

**Q:** Are there any extra charges?

**A:** The only time there will be extra charges is if you need a job done that cannot be accomplished in our normal service visit. Typical extra charge items include installing a new server, a full office move, equipment you purchase from us, or adding many new users at one time.

**Q:** I'm not sure that we're ready for ReliaCare. Are there alternatives?

**A:** Yes. We also provide on-call service. Our service rates are among the lowest in the area, yet our staff of fully certified technicians provide service as good as anyone. We are happy to come to your office on an as-needed basis to help with any computer issues that arise.