

The Value of Offsite, Onsite, and Remote Service

There's something new in town: ***Teky has an office at Valleyview Centre in Cobble Hill!***

Why open an office when Teky's specialty is onsite service? Our new office is a place for:

- Our new office assistant, Louise, to work from
- Our onsite technicians to replenish their supplies
- Our clients who prefer to drop off their computer and pick it up when it is fixed
- You to chat with a technician (if you can catch one between jobs)
- You to visit or call to book a remote or onsite visit with a technician
- You to order and pick up computers, parts, peripherals, and supplies
- Our clients to attend computer training (more on this next month)

So what is the value of onsite service? There are many reasons our clients prefer onsite service:

- You don't need to unplug everything, take it in, explain the problem, wait days for it to get fixed, take it back, plug everything back in, and hope the problem has been solved
- You can show your onsite Teky the issues and watch as they are resolved
- Issues that are caused by local environment or peripherals can be diagnosed
- You can ask your Teky questions (and get answers!) as they work
- You can save time and frustration by having it fixed right before your eyes

What about remote service? Teky is happy to provide remote assistance ...

- ... that is, if all of the following conditions are met: the computer with the issue(s) is running Windows, is booting up, can get online, and someone is there to initiate a connection at the same time the Teky is online and ready to accept the connection
- Remote service saves everyone time and money, and saves the environment too.



Computer problems? We can help.

Cowichan Valley: 250-929-5333

Toll Free: 1-888-THE-TEKY (1-888-843-8359)



Onsite solutions for home and business