



## FROM BEHIND THE SERVICE COUNTER

While I smile, I must admit I'm a bit annoyed. Nothing irks me more than someone who listens to my advice for a half an hour and then sums up the conversation with, "well I'm going to go check with my friend (replace with grandson, cousins, brother, workmate, etc.) who is quite knowledgeable and I'll get back to you..."

So here I stand thinking, "So what am I? Chopped liver?"

Between Keith and I we have over 40 years experience and despite the fact that we both know a hell of a lot about computers and how they work, as technology rapidly progresses we're still always learning.

Yet all our expertise is quickly dismissed in favour of some unseen individual who for the price of a beer will try to help and no doubt manage to really screw things up. Then we get a shot at it. There ought to be a law.

Now before we globally discredit all well meaning friends out there, we admit that there are quite a number of individuals who are up to date enough to provide real knowledgeable help but how can the man-on-the-street make a determination who is real and who the pretenders are? It always comes down to money, that's how.

How much will the problem cost to get fixed professionally? Factor in down time and convenience of speedy service too. Now compare that to the relative value of what you have on your computer and it should be apparent as to which road is the safest to travel.

Just family pics and videos that you really don't need? Then there's no loss if your beer friend loses everything or inadvertently destroys your computer.

Business files and tax information? That might make you think twice unless you have a backup and even then, how long would it take for you to rebuild your computer and install and reconfigure all your software to restore your backup to get up and running?

All these things factor in to the "value equation", that sensibility one needs when determining whether the pro is worth the money to do the job right the first time.

I hope you're nodding your head yes in agreement with my point. Not only does my livelihood depend on your right choice, yours could to.

Happy Computing out there!  
Harley Bloom  
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