



FinePeter Consulting Inc. ♦ 300 Mercer St ♦ Suite 25M ♦ NYC ♦ NY ♦ 10003

## Computer Service Introduction - Working with a Consultant

My name is Peter M. Fine, President of FinePeter Consulting Inc. and we look forward to servicing your computer needs. We would like to share the following information before any on-site visit or consultation. We are happy to provide guidance or discussion on any of these points and it should be understood that on-site consulting fees might be wasted unless you, the client, are also prepared for our visit. Collecting the kind of information discussed below, in advance, will save you time and money and allow us to serve you better.

1) Prior to any actual work on your computer systems, you, the client, should have a backup of your important data on your hard drive or your servers. If you do not already have a backup, this issue should be discussed so that we may help set this up as one of the first steps. It is worth noting that a consultant works the same way as a doctor in business approach and method of operation (pun intended). The client usually picks one based on reputation, expertise and credentials. You may go to a doctor saying you don't feel well and they will do and make recommendations to help you feel better but they can not guarantee any solution.

As you may know, hard drives are the mechanical devices inside your computer that holds your data. "Data" includes all files, applications and the computer operating system. It also includes anything you may not want to lose in case of a computer problem. If organized, one can just back up their documents, images or music if you also have your original CDs and installation codes for your applications and operating system. Applications are programs like Microsoft Word or Excel, Adobe Photoshop or Illustrator, etc.

Computers are made of mechanical and electrical parts and like a refrigerator, music system or automobile, can stop working properly, become damaged or entirely fail through no fault of anyone. It is the nature of electronic and mechanical equipment no matter who makes it or who uses it. That is why one has a spare tire or why we suggest you have a backup of your computer data.

2) Clients should have installation CDs or disks for any software including the operating system that came with their computer. This is needed in the event that we must reinstall the operating system or an application in order to rectify a problem or do maintenance. It is not legal for us to supply commercial software to clients. In the worst case, we may be able to help locate replacement media but you must have your unique serial numbers or codes that would have been part of the software purchase.

3) Clients also need to have all necessary passwords for access to their user accounts on their computers or to an online service they use to connect to the internet, email or company servers. If you now use multiple consultants or service providers for different aspects of your computer system or have used other consultants in the past, it is important to collect all information that our company may need to assist you.

Depending on your issues, we may need the following kinds of information: settings for email accounts you may ask us to service, your mail server configuration and passwords, network router or firewall configuration and passwords, and any cable modem or DSL configuration. Basically, we need access to all components of your system that we are asked to service. You may have been given most of this information at one time or another by your Internet Service Provider or consultants and some information would have come with the original manuals or warranty cards.

Without this information, we may not be able to perform the tasks you have requested or offer you proper support. You also may choose to enter all information yourself, staying with us during any on-site work although all is kept in confidence. If you are missing any such information, it is not "the end of the world" but it often means a computer or components would have to be reset to factory default and settings that once worked would be lost. All information would have to be collected and entered again as if you did not have it already configured. We need to know about situations like this in advance. If there are specific questions about anything stated above, please contact me to discuss any of these issues and we look forward to working with you.

-Peter M. Fine - President, FinePeter Consulting Inc.

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