



Frequently Asked Questions FAQ

Are there any special offers you would like to offer to SCS customers?

If at a rear change I cannot see a solution I will not charge for my time or call out. I am the kind of guy that will give a discount where it is required. I try to be fair and keep the customer informed at all time and give them the option or solution to proceed.

How did you decide to get into your line of work?

It developed from a passion for Engineering/drafting computer-aided drafting. Always was a troubleshooting kind of guy that loves working things out and fixing it or make it better. Give me a problem, and I try to fix it.

Do you have a favourite customer story you would like to share?

Privileged to completely look after a big IT Recruitment company in Auckland with a Branch in Wellington. Maintained and supplied all their Computers, Home Computers, Servers, Notebooks, and phones. Installed and connected the Director's homes and the two branches. Secured all systems for them.

What do you like most about your job?

Problems are not problems they are opportunities. Fixing a problem drives me, I won't give up till I get it. However sometimes it is more cost efficient to replace a part than to find the fault. There has to be a balance.

What questions should a customer ask to hire the right service professional?

Experience, Experience. Explain your problem clearly so I know what we dealing with. The more experience the more the person has come across and can identify the problem quickly.

What questions do customers commonly ask and how would you answer them?

Most people are concerned about the cost, however others do understand that there is a cost involved in maintaining a business reliably - nothing worse than you in the middle of a contract and the computers system is failing you.

What makes you the most reliable and trustworthy person for the job?

I have a professional ethics that I respect the privacy and security of any person. In our job we see lots of things which we have to ignore and keep completely confidential at all times.

Are you an insured business and do you guarantee your work?

Yes we are insured and give a guaranty to our work. Parts are guaranteed by the manufacturer normally one year. Hard disk can be 3 to 5 years.

What are the typical things that you need to know before you can provide a quote to a customer?

What is the problem, have you got internet, how soon do you need it fixed, is it urgent, is it business critical. All this information is helpful to give a fast response.



Sydney Computer Support

Sales, Networking, Repairs, Hardware &
Software Support / Servicing

How can a customer save money before you start the work? Please give 3 tips

The most time is used up by not having the information handy. So have all your passwords ready, have your software ready with activation keys.

What makes your pricing competitive?

Most of the time experience makes me fast and efficient. You pay less overall because I can identify the problem sooner.

How do you normally charge for your service?

I charge from arriving at your Office or house. I don't have call out charges. If you need a business analyses we do the first hour for free. Thereafter we charge per hour. We also available to work on a yearly fixed contract month to month.

Is there a particular aspect of your trade or industry that you specialise in?

I specialise now in Business analysing and stream lining businesses to work flawless without problems. Setup VOIP, Cloud Service, MS Teams, get the right computers for the job.

What experience, skills, qualifications or training do you have to make you the right person for the job?

My experience is going back to 1988 when I started with Computer Aided Drawings. As an Engineer Toolmaker I quickly developed the flare for Computers. From there it went on to Training others then set up a whole drafting office, Setup servers to connect the teams. Then I started just to support all.

Why should a customer hire you over another service provider?

Any problem not too much for us. We take problems as an opportunity. With 30+ years of experience we make sure we have a solution or a fix for you.