

# Folded Brochure, Front & Back



IS THE ONSITE COMPUTER  
REPAIR COMPANY THAT  
DELIVERS...

## SATISFACTION.

Friendly Computers is dedicated to providing the best possible service to our clients. Our commitment to client service ensures delivery of a quality experience that is unique in the computer service business.

### We answer the phone.

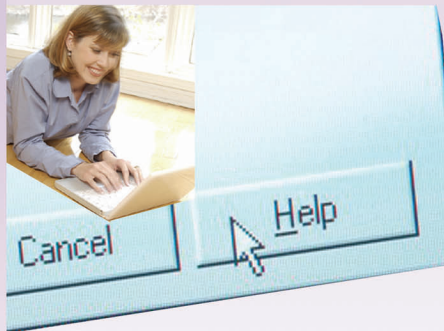
Our call center is available to take your call from 9 a.m. until 9 p.m. EST (6 a.m. to 6 p.m. PST). We can schedule your service call or take a message that gets promptly forwarded to the tech in the field.

### Your service call is managed by a professional

A highly trained technician will be assigned to your service call from start to finish. Using practices developed during the completion of 1,000's of jobs, their role is to deliver your job on time and on budget.

### We call back after the job is done

We have every job surveyed by a Quality Assurance Team. They contact you within 3 days of the project's completion to ensure it was performed to your satisfaction.



Quality. Satisfaction. Service.

Call today for a free estimate.

**1-800-656-3115**  
[www.friendlycomputers.com](http://www.friendlycomputers.com)



Residential. Business.

## SATISFACTION.

At Friendly Computers our reputation is based on satisfaction – with a job well done. We focus on the details of every service call – residential or business – from start to finish. Our single goal is to make a Friendly Computers service call an experience of positive and lasting value for our clients.

As one of the largest residential and business computer service companies in North America, Friendly Computers has developed proven processes that lead to satisfied clients. This is the process of satisfaction.

### Residential Service

Friendly Computer's five steps to a more secure and efficient home computer system or network:

- 1) Diagnostics: Upon arrival, our technicians run a complete diagnostic check to find problems.
- 2) Report: You get a complete report listing all problems, and any work that needs to be performed.
- 3) Your Approval: Upon your approval, our technicians will proceed to repair all problems.
- 4) Completion of all Repairs: After the repair work is done, our our technicians will address any other questions or concerns you may have.
- 5) Final Checklist: Before leaving, all Friendly Computers technicians complete a 13-point checklist to ensure your satisfaction.



### Business Service

Friendly Computer's five steps to more efficient and secure office computer systems and networks:

- 1) Network Evaluation: Upon arrival, our technicians perform a complete network evaluation, looking for security breaches and ways to improve efficiency.
- 2) Report: You get a complete report listing recommended improvements to your computer systems and networks.
- 3) Approval: When work is approved, our technicians will schedule a time slot for every task on the report.
- 4) Completion: When the work is completed our technicians will address any other questions or concerns that you have.
- 5) Final Check List: Before our technicians leave, they will complete a 13-point checklist to ensure your total satisfaction.



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