Home TECH

i.t. is our business

_____

SERVING MIAMI-DADE and BROWARD COUNTIES

Custom Technology Solutions for Homes and Businesses

**PHONE: 954-929-8440
FAX: 954-929-8441**

www.HomeTechPC.net

ABOUT OUR COMPANY AND STAFF

HomeTech was founded in 1996 by Richard Yahia as a full service tech support company for homes, home offices, and small to medium sized businesses. Over the years, we have steadily grown our staff and client base in South Florida by providing excellent consumer products and most importantly, by providing easy access to our staff. The satisfaction of our clients is proven by our referral rate. Nearly all of our new clients come by referrals from existing clients. This helps us keep our advertising costs to a minimum so we pass those savings along to you.

When you choose HomeTech, you get complete service. We not only do what we are hired to do. HomeTech does it all. We truly care about providing complete quality service. While we are at your site, we take a survey of all the existing equipment and note any existing problems. We check EVERYTHING, taking extensive notes and creating diagrams, so we know your network inside and out. If there is a problem, we will provide solutions that are fast and also fit your budget.

Our staff is entirely Microsoft Certified in the latest Servers, Operating Systems, Desktops, and hardware, with many years of experience under our belts. We have become partners with Microsoft, Intel, AMD, Maxtor, and all the big names in the field because of our quality service. We are a team of techs that pool our information and research larger problems together to bring you unmatched accuracy and determination for its resolution.

TYPES OF SERVICES WE OFFER FOR BUSINESS

For all clients not in a current maintenance contract, a typical repair call goes like this: At the time of your call, you will be asked questions about the problem. Your call will be logged and placed by priority and sent to the technician in your area. If the tech in your area is busy at another call it will go to the next closest tech, and so-on. If all techs are busy that day, you will be next in line for a tech the following day. The problem is that if your problem is a major one, your business could suffer and could be temporarily paralyzed. Our policy is that one of our available technicians will come to your site "as soon as possible" to repair the problem. However, there is an order based on priority. After your problem is solved, you will usually be billed on the following day at our regular hourly rate.

To avoid the waiting game described above, we offer priority service in the form of Service Contracts. Our contractual services are ideal for smaller businesses with smaller budgets. Our service maximizes your dollar. It is a known fact that organizations usually experience less severe problems less often when systems are properly maintained. Repairs usually are completed very quickly because our familiarity with your network allows us to quickly determine and solve any problems in less time than a cold call by an unfamiliar tech. Therefore we highly recommend the use of the contractual plans we offer. Over the long run you will always save money. The way it works is, after we evaluate your system and learn it inside and out, you pay a low flat monthly fee to maintain your computers running in tip-top shape. We come by with monthly visits and checkups on all computers, networks, backup devices and power equipment. If something does occur, you will be placed in a priority call status and a tech will be rushed to your office. You also benefit from our remote connection service which will allow us to repair many types of problems within minutes of your call instantly over the internet. Details are described on the following page.

We also have Contractual service plans for larger businesses which operate exactly like the same but the rates are a perfect match for larger companies or those with computers and networks that are a bit more complex or customized. We also have a good match for those with more frequent computer issues or wider varieties of problems. This type of company needs someone to oversee its systems and manage them with a more hands-on approach. If this is your situation, we provide several types of services rolled into a neat package. Please contact us for more details.

CONTRACTUAL DETAILS

Our contract customers are our bread and butter. We truly value you and will give you the most bang for the buck of any IT outsourcing company in South Florida, hands down.

Here's how: First, we do a complete evaluation of your system from the ground up. We design internal diagrams of the workings of your network. We then have a meeting to analyze the inefficiencies of that system. We work with what is available and do not make random recommendations on what to spend your money on, instead, we find the most efficient and cost effective means of maximizing your existing equipment. Once we have a plan, and your approval, we implement it ASAP.

Once the more significant and immediate problems are resolved, we go to the next phase. We institute a secure remote connection between our network and yours. This is done on our end by setting up a secured software program which allows us to connect to your server directly and help to monitor operations on a daily basis. The advantage of this is obvious. When you have a problem, this avenue of repair can often provide a solution for you within minutes as if we were always on site, instead of having you wait for a tech to arrive. Time is money, and we do not want to waste yours. Another advantage of this remote connection is to help prevent problems in the first place. Under the service contract, we will often connect remotely to your system and perform random diagnostic testing overnight to make sure you are covered when you arrive the next morning. We also regularly test your communications and backup systems.

A personal touch is also very important to us. We visit each of our customers' sites at least once a month to ensure all physical equipment is up to par. While on-site, we run checks on all systems and assist individual users with their unique problems and questions. This is included in your contract and at no additional cost to you. Sometimes multiple visits may be necessary to fix larger problems and some of our techs may drive from greater distances, but at no additional cost to you.

There are many other advantages to being a contract client, but best of all is price. We know that your bottom line is why you are in business and we want to make your relationship with us, worth your while. So, among other things, our contract clients receive discounts off of the hourly rate and even bigger discounts when more than 10 hours are purchased each month. Every contractual client will start at a discounted rate that is less than you would expect to pay for one service call.

Contract clients also receive other benefits and incentives in exchange for a contract term. Any Hometech Computers you have on your network or buy during the contract term will automatically receive a 1 year extended warranty for free! You will also receive priority service over regular hourly clients. If we receive both calls at the same time, as a contract client you will receive service first until another tech can attend to the hourly call. You also do not get billed for travel time. You get discounts on our computers and network equipment. You also get unlimited free phone support, free remote support and free advertising on our website!

It is important to us that you remain 100% satisfied at all times. If there is ever a problem, please do not hesitate to call or send us an email and your problem will be resolved promptly and efficiently. Each client will have 1 technician assigned to them. That technician will be directly responsible for your satisfaction. You as a client will have the direct email and cell phone number of that technician to be on call for you. If the service is ever not up to par, please let the management know and we will rectify the situation promptly.

CONSULTING SERVICES FOR YOUR BUSINESS

- HomeTECH offers consulting services that can help you with everything from choosing the right computer and software to building, installing and implementing them in your business. We build servers and workstations to suit your needs and can develop a budget-network to help you grow your business.

- HomeTECH can evaluate your existing network for problems and replace your existing IT support company for less overall costs. With a support contract, you receive priority service and remote access service so our technicians can repair your machines almost instantly over the internet and save you time and money.

- HomeTECH has the capability to offer a vast variety of training solutions. We specialize in individual and small group training. Please see our website for a listing of some of the more popular software we support.

- HomeTECH offers problem solving services that are second to none. We have a decade of experience solving personal computer hardware and software issues. So whether it is hardware issues or helping you out of a bind we can help.

- HomeTECH also offers a range of Internet Services. Some of our services include; web design, e-commerce, custom programming, graphic design, domain name services and placement solutions.

NETWORKING

Classic Wired Ethernet Networks

Still the best! Built for speed and security! Ethernet networks using Cat5 and Cat5e, and Cat6 cable and connectors are the most reliable, fastest and secure networks around. It is the standard for offices around the world. Let our wiring team come to your office and professionally and neatly install a wired Ethernet network for you. If speed, reliability and durability of your network is important to you, then you want the wiring infrastructure that offers just that! There is no network too small or too large. Call Today!!

Wireless Networks (WiFi)

The latest rage in homes and small offices! Wireless networks allow you to have almost all the advantages of a classic wired network without all the wires and fuss! Some equipment will be installed to transmit a signal throughout your home or office which allows other computers to receive the signal just as if it was connected by a cable. Wireless networks are not as fast or as secure as wired networks but the speeds are sufficient enough for the average home or small office users to share printers files and internet connectivity. Average signal ranges vary from site to site and physical obstacles in the building may decrease the range of your unit. Call us for a free site survey!

Phoneline Networks

We are one of the few companies nationwide who have mastered Phoneline networking. This type of network allows you to do everything a wired and wireless network can do…for much less!! Also, when your home is too large for a wireless network or your area does not allow for good reception of a wireless network signal, phoneline networking is the answer. Our technicians are specially trained to transform your existing home telephone wiring into a modern high-speed computer network without disturbing your phone service. The cost is lower than a wireless network and allows for more flexible applications. You won't find this service anywhere else. Call us today!

Remote Office and VPN Networks

When you need to link remote locations together or you have employees that work from home (telecommute), they need to be able to log in to the office from their home computer or on the road. We can facilitate this for you. We are able to connect computers or computer networks together over the internet in an encrypted tunnel that allows constant communication between the two sites and makes them "virtually" connected! Call us for all your remote office and VPN networking needs!

Specialized Custom Networks

We have worked with many industries needing customized networks that don't fit into any category. These are the most fun to develop because of the creativity involved. We have developed customized networks for many of the following business sectors: Legal, Medical, Dental, Industrial, Real Estate Sales, Building, Political, Marinas, Investment Firms, Manufacturing and many more….

OUR CLIENT LIST

Over the years we have developed strong relationships with each of our clients and are proud to have served and continue to provide quality service to the following members of the local business community. If you are in need of any of the services these fine businesses provide, please do not hesitate to contact them.

A-1LienSearch.com

American Land Real Estate, Inc.

ANR Investments, Inc.

Balleste and Levy, P.A.

Carl Barnes Trucking Co.

Law Offices of Baxter & Elias, LLP

Big Tomato Italian Restaurants

Bob Graham for President, Inc

Broward Industrial Sales and Service

Capital Funding Group

CTM Travel Services

DMNI Global Business Strategies

Elegant Textiles, Inc.

Evolution Media Manufacturing

Florida Mortgage, Inc.

Fort Apache Marina

Gables Capital Management

German L. Murias, D.D.S.

Graystone Business School

Josef's Clock Company

M-Five Investments

Miami Counseling & Resource Center

Microbusiness USA, Inc.

National Home Health Nurses, Inc.

National Tax Service, LLC.

PrimeLend America Corp.

Law Office of Robert Miller, P.A.

Robertmart Investments, Inc.

SDA Product, Inc.

SL Powers, Inc.

South Florida Boxing Gym

South Florida Title Company

Senator Bob Graham of Florida

Sunny Isles Marina

TaterTown Farmer's Market

Taylor Ultimate Services, Inc

The Centre for Cosmetic Surgery

TRIMARK Press Inc.

Wittels & Osheroff Investments

Law Office of Jerry A. Riggs, SR., P.A.

We hope you decide to choose HomeTECH Computer Services, Inc. for all of your I.T. and technical needs. We are sure you will not be disappointed in our efforts to bring the best of what we have to offer to you. I.T is our business.

For any questions or additional information please do not hesitate to call on us or visit our website online at www.hometechpc.net