

Winter Savings

(Early Spring Cleaning Discount)

With all of this cold, winter weather and recent snow days everyone is reminded of just how much the computers have become as much a necessity as your SUV. The kids are home from school, parents are telecommuting and everyone is using the Internet for weather & traffic reports, vacation research, chatting, emailing, blogging, online games and who knows what else.



Unfortunately, just like with your SUV, computers require constant maintenance and upkeep. It is not only possible but with our **Signature Cleanup & Optimization** service it is our guarantee to increase your PCs performance so it can operate as fast, if not faster than the day you bought it.

Unlike the other fix & repair companies out there (Geeks, Nerds or whatever you want to call them) we are constantly striving to improve our services, response time, and relationships with our clients.

We want to be proactive and help you get ahead of technical problems which eventually develop from annoyance to time critical emergency. We have even adjusted our pricing to offer multi-computer discounts and add-on services which are designed to save you time & money.

In the spirit of Savings, if you mention our End of Winter Promotion when scheduling this service we will discount an additional **\$25 per computer**. Offer expires 3/31/2007

Evolving Tech-Knowledgey

(A look at what's coming)



Windows Vista



Office



ZONEALARM
by Check Point

2007 is going to offer some of the most comprehensive technological advancements since the beginning of this century. Microsoft has released its newest Operating System (Windows Vista) which is designed for improved multimedia, graphics and to truly harness the power of high-speed Internet. They have also released a revolutionary upgrade to their Productivity Suite (Microsoft Office—Word, Excel, PowerPoint, Outlook, Publisher, Access and other programs) which is extremely powerful and more robust than any previous version yet is so radically different that it will be like learning a new program.

In addition, the war on Identity Theft, SPAM, Spyware, Viruses, Phishing, and other nasty Online nomenclatures is about to evolve as well. Until recently, it was widely accepted that every PC would need software protection such as Norton, McAfee, ZoneAlarm, AVG, PC-Cillin and the like. Now, ZoneAlarm has developed a hardware appliance that replaces your home network router which takes the place of the software application on each computer. Quite simply, a family with multiple computers would only need this one device to do everything your individual Internet Security Software is doing yet without those pesky "Accept or Deny" pop-up messages. This solution will also eliminate most of problems resulting from monthly updates.

We will be detailing other advancements in upcoming issues throughout the year. We know how difficult it can be to stay abreast of all these changes and want to be your "Industry Experts". Simply email help@tkservices.com with questions about any technology purchase. We can help you make the right choice and send you a quote to include purchase & installation of just about anything.

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Team TK:

Ron Nielsen: x111	President & Founder
James Luce: x117	Chief Operating Officer
Lisa Nielsen: x116	Director of Marketing
Adam Nielsen: x121	Sales Manager
Jeff Webber: x112	Director of Operations
Chris Self: x115	Business Support Mgr.
John Cruces: x114	Residential Support Mgr.
Dan Swanson: x118	Network Engineer
Roger Burgess: x113	Mobile Support Tech.
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The Right Choice:

Tech-Knowledgey Services LLC is the premier outsourced IT Solution for residential consumers, commercial businesses and non-profit organizations by providing both on-site support and remote administration. We have also established ourselves as a competitive technology reseller by leveraging vendor relationships and volume purchases to become one of the most comprehensive resources in the industry.

Our genuine customer-centric attitude and unique process driven style are reshaping today's technical support expectations. We strive to earn your business every day.

Our Vision:

Our Vision is to become the global leader in technical services by providing unsurpassed customer service and innovative support solutions.

ON-SITE & REMOTE TECHNICAL SUPPORT

Supporting Your Business:

- ✓ Computer Repair & Support
- ✓ Full Network Management
- ✓ IT Logistics and Asset Management
- ✓ 24x7 Emergency Response
- ✓ Industry Leading SPAM Protection
- ✓ Hourly Rates & Annual Contracts
- ✓ Complete Outsourced IT Solution
- ✓ Web Development

Supporting Your Family:

- ✓ PC & Mac Support
- ✓ Computer Upgrades & Repair
- ✓ Parental Controls & Monitoring
- ✓ Virus & Spyware Removal
- ✓ Wired & Wireless Networking
- ✓ Data Backups & Recovery
- ✓ Competitive Hourly Rates
- ✓ Courteous Non-Geek Technicians

Supporting Your Life:

- ✓ Houses of Worship
- ✓ Associations & Non-Profits
- ✓ Private Schools & Daycares
- ✓ Financial Management Firms
- ✓ Medical Offices & Dental Practices
- ✓ Construction & Home Improvement
- ✓ Real Estate Agencies
- ✓ And so much more...

Growing Pains

Tech-Knowledgey Services was founded in January 2002 with the sole vision to revolutionize the technical support industry by providing exemplary customer service and innovative support solutions. In five short years, we grew from one residential client to over 200 and now support 50+ businesses totaling about 1000 computers in the field.

While this growth was intentional, it happened at such an accelerated rate it caught us off guard and we found ourselves unable to provide the level of service our clients had come to expect. This became a dramatic realization we were uncomfortable with and spent the 4th Quarter of 2006 reorganizing in an effort to get back to our roots.

We now have 5 Divisions which are managed, to some extent, as separate companies. (Residential Support, Business Support, TK SmartShop, Web Development, IT Management & Consulting). Most importantly we have refocused our attention to provide a Manager for each Division who is the Point of Contact and Sr. Technician for its clients. We also have a check & balance system in place with a Director of Operations overseeing the first 3 divisions and the President working to improve all areas while both remain hands-on in the field as necessary.

We understand that last year was an uncomfortable transition for everyone and greatly appreciate your continued support. Please help us gauge progress by emailing Ron Nielsen: rnielsen@tkservices.com with comments, concerns and testimonials. As we are here for you, we truly value your opinions.

Signature Cleanup & Optimization: (On-site)

- ✓ Disinfect computer of viruses & spyware.
- ✓ Install latest Windows patches & updates
- ✓ Uninstall unnecessary software and Install newest versions of common applications & utilities.
- ✓ Install or Update TK Helpdesk remote support agent for future use.
- ✓ Defrag & Scandisk Hard Drive as needed
- ✓ Verify Internet Security Protection
- ✓ Optimize the startup options

(Off-Site)

- ✓ Advanced utilities used to perform all services listed above
- ✓ Backup ALL files and data to DVD
- ✓ Increase system memory to 1GB for a noticeable performance boost.
- ✓ Increase data storage capacity by upgrading your hard drive for music, photos and more...