



# COMPUTER TROUBLESHOOTERS



# Global NEWS

August 2003

*“Local service,  
global strength”*

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*“Thousands of businesses  
around the world depend on  
Computer Troubleshooters”*



Newsletter produced by  
**Pat Chesters**  
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# Global strength

## “Computers” Bringing the world together

Working with the Computer Troubleshooters team from offices all around the world has led me to think about how computers bring the world together. We all know about e-mail and the Internet making the world a much smaller place, but have you ever thought about how the actual computers bring us together?

We all use similar PCs, we all run similar software applications and we all have similar problems, issues and needs from our systems. Sure, some of us are power users and some stick to the more standard applications, but in the end we all do pretty much the same stuff! So, you would think with the whole world doing the same thing that support would be cost effective and easy to come by. You would think that once a problem is solved we would all benefit from the result and be able to quickly resolve the same problem if it occurs on your system. Well you may think that, but in my 25 years experience in this business such coordination has not happened – until now! As I sit at my PC in Auckland New Zealand writing this newsletter I will get a stream of information available to me from

Computer Troubleshooters all over the world. The New York office sends a question and a few minutes later gets a reply from one of the team in Sydney (don't these people ever sleep?).

A few minutes later one of the team in Mexico is swapping ideas on networking with one of the offices in South Africa.

After watching this activity for a while, it is very clear that computers do not care about race, creed, or any other social divide, “they all break just the same!”

A virus alert comes in from Hong Kong and the team are on to it straight away – we all have the same end in mind, providing a great service to our customers. The benefits from this way of working are immense. Most computer service companies will deal with one single line of problem, if a component is broken they will swap out a part to fix it. At the same time they may be able to solve a network technical issue, but throw something at them they are not used to and the response will be “sorry we don't deal with that sort of thing”. With our access to worldwide resources the Computer Troubleshooters team can find the expertise and

solutions required from within our own group in a very short time. One of my favourite responses recently came from a request regarding software to help run a hairdressing salon; the response came back “have they thought of using an A4 diary, a pencil, ruler and eraser?” You never know, sometimes the solution is quick easy and cost effective, but the customer has not had the benefit of hundreds of keen minds around the world all working as one. Even if the solution is why not use a pencil! Of course those of us working worldwide still have our minor differences, just to make the world a bit more colourful – what dictionary shall I use to spell check this, is it colourful or colorful? Just depends on what country you are in. And it is a bit hard talking about the seasons, “it might as well rain until September” - a line from an American song referring to the summer is not much good down under where September is the end of winter. The minor differences do not alter the fact that computers and their Troubleshooting really is bringing the world together.

*“Looking for great support & good ideas - talk to your local Computer Troubleshooters*



**Australia**



**Hong Kong**



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**South Africa**



**Canada**



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**Portugal**



**United Kingdom**



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