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QUEUE & A

DOES WORD OR EXCEL HAVE YOU AND YOUR STAFF STUMPED? CONSIDER CUSTOM TRAINING.

Many of the questions we receive from callers at the SwiftCare Help Desk are specific to Microsoft Office programs including Word, Excel and Outlook. Callers want to learn how to do things easier and more efficiently.

In response, and just because we think it's a great idea, we are now offering custom training classes to address these types of questions. You will be able to select the class topics based on the needs of you and your team - and we'll deliver the information in ways that will minimize the impact to your daily operations. We'll come to your office or facility and schedule training in hour blocks over several days so productivity loss is minimized and your staff receives targeted instruction. We can provide training in Microsoft Office as well as soft skills or customer service skills.

If custom training sounds right for your organization, contact Dave at 971-239-1341 or dave@tobeycs.com. A complete list of training topics is available at www.tobeycs.com/training.

THE BLEEDING EDGE

One of the biggest service delivery changes in small business computer support is **Managed Services**. This model is replacing the traditional "pay-as-you-go" model and creates a partnership in which IT support service providers perform regular network and system maintenance to prevent problems instead of being called in to simply fix problems - which can be very expensive.

Managed Services clients pay a fixed fee for support services based on the number of users or devices in their network. Support services included will vary between providers but often include help desk, remote and onsite support, in addition to backup, spam filtering and monitoring tools. Details such as patching of servers, workstations and network devices may also be included to maximize system security. And if that file server crash happens, which can be very expensive and timely to resolve, recovery is included in the price of the monthly support agreement.

The biggest benefit of Managed Services is that you don't have to ask yourself "Should I call?" Help is just a phone call or email away at no extra charge. For more information, visit our www.tobeycs.com or call Kevin at 503-371-7737.

OUR NEWSLETTER HAS A NEW NAME!

And the winner of the iPod Shuffle is...Jennifer Webster of Business Strategies, Inc. Jennifer really got into the contest and submitted more than 40 name ideas for this fine journal of literary excellence. TECHNO BITES shall evermore be in debt to Jennifer's creative spirit and drive. As for our next contest? Maybe we should take recipes for what a TECHNO BITE tastes like. Visit www.ejswbster.com to learn more about Jennifer and how Business Strategies, Inc. drives individuals and organizations to great destinations! ■

ONE DECISION CAN BE COMFORTING... AND CAN LEAD TO A WORRY-FREE VACATION!



**DAVID GATTI, CFO
KERR CONCENTRATES**

Kerr Concentrates, a Salem-based manufacturer of concentrates, purees and essences, employs roughly 85 people and has experienced 23% year-over-year growth for the past four years. David Gatti, Kerr's CFO, is one of the people responsible for this growth and he serves as the company's IT manager.

With operational needs growing just as fast as the company, David contacted Tobey Consulting Service (TCS) to determine if we would be able to provide more timely IT support than the Portland-based firm they were currently working with. Of course we could and we were contracted to assist on a time and materials service basis. But each time there was an IT issue that David did not feel qualified to tackle he had to decide whether or not it made financial sense to call in the TCS team.

Last year TCS's owner Kevin Tobey approached David about switching their support model from the established time and materials model to TCS SwiftCare Managed Services (see The Bleeding Edge). This model creates a partnership between the two companies and TCS is able to deal with IT issues before they become a huge problem that slows - or strangles - operations. TCS is also able to provide daily computer and network troubleshooting which David described as "an exhausting process".

How has the switch to managed services helped David? According to David "With managed services, I pick up the phone. I don't try to run the problem or the solution down myself. It's a spending decision you make once...it streamlines the whole (support) process...I've been satisfied and happy that I made that decision (to buy managed services)."

The biggest benefit for David has been personal as he was recently able to enjoy a family vacation and experience a "worry-free week". How? David reports "It's because of the 'comfort factor'. Tobey Consulting brings me comfort. I know I will be treated fairly and that I am important. Knowing that I have a one stop shop I can go to, that they care about our problems and that I can trust them is invaluable to me. You have to trust who you're dealing with...especially when you're talking about a company's data." ■

SWIFTCARE NETWORK AUDIT

To introduce you to our SwiftCare Network Support service, we'd like to offer you a FREE onsite, 27-Point Problem Prevention Audit performed by one of our senior technicians.

For more information check out our web site at www.tobeycs.com/audit.

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COMPANY HISTORY

Tobey Consulting Service was founded in 2001 by Kevin Tobey out of the ashes of the Tech bubble burst. We understand how important your network is to you, and your customers that depend on you. That’s why we want you to be comfortable calling us for help and glad to see us when we come through your door.

CONTACT US

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OUR VENDOR PARTNERS



Need help?
Call our Help Desk at 971-239-1338
or email support@tobeycs.com

ANNOUNCING SWIFTCARE MANAGED SERVICES

It’s here! Flat rate information technology support. Imagine it...your entire organization can be supported with our revolutionary Managed Services - all for a fixed monthly cost. The benefits are numerous and include:

- Support from our entire team which includes skilled Help Desk Technicians and Certified Network Engineers
- Cost-savings on support services
- One point of ontact
- Improved IT support infrastructure
- Elevated employee morale and productivity
- Monitored systems that can improve uptime

Providing high quality, affordable information technology consulting services and support for organizations of all sizes is just one of our goals at Tobey Consulting Service.



Need a first or second opinion before making a Technology-related business decision? Leverage our expertise, and allow us the opportunity to evaluate your current and future IT needs. In most cases, we can recommend effective, cost-saving strategies that improve productivity without breaking the bank or the budget.

Contact us at 503-371-7737 and allow us the opportunity to provide you with a Free Consultation to discuss how your organization could benefit from Managed Services. ■