COMPANY PROFILE

OUR VISION

Continue to be the most professional and caring IT Support company in Sydney's South by providing prompt, consistent, smart and friendly service – every time!

ABOUT US

Computer Troubleshooters is franchise network, with over 450 franchises over the world in 22 countries. Each franchise is individually owned and operated. Being a part of a large group gives us bulk-buying power, enabling us to pass on the savings and great technical support to our customers. We are constantly trained with regular Technical meetings. Our main focus remains firmly on providing small businesses with professional on-site computer support. We are recently awarded with the World's #1 IT Support Franchise Award. **We have the technical skills, experience, infrastructure and the right caring attitude**

We have been very well established in the Sutherland Shire area since the last 6+ years.

MISSION

- ✓ Positive Caring Attitude
- ✓ Best Customer Service
- ✓ Integrity – honesty in dealing with our clients
- ✓ Best solution to meet the client's needs
- ✓ Up to Date with Technology
- ✓ Clear Concise Communication
- ✓ Product Education
- ✓ On-time Service
- ✓ Professional and organized approach
- ✓ Consistent and efficient
- ✓ On-going support
- ✓ Good Customer Relationships
- ✓ Quick response time

SERVICES WE OFFER

Our Target market is small businesses (with 1 to 20 computers) and home offices. We offer:

- ✓ **Onsite Hardware & Software Problem Solving**
- ✓ **Repairs / Maintenance / Upgrades**
- ✓ **New / Used PC's, Laptops, Printers**
- ✓ **Networking – Cable & Wireless**
- ✓ **Small Business Server Specialists**
- ✓ **Internet and email solutions**
- ✓ **And much more .....**

OUR TEAM

Our service centre is situated in Sutherland. Our strong team comprises of:

- ***Raj***: Director
- ***Christine***: Service Controller
- ***Byron***: SBS Specialist
- ***Tony***: Technician
- ***Chris***: Technician
- ***Bhawana***: Accounts Officer

All our staff are highly qualified (some with Masters in IT degrees), very experienced and highly motivated!

Think of us as your very own IT department - just a phone call away!