



## Centrex Technical Sales

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Our experiences with our IT people in the past have always been that we call them when we have issues. We never really thought there was another way. We also felt this was adequate as the prices of PCs and other hardware were so cheap that if something went wrong we could just buy a new PC to replace it. In addition we were using a small "one man show" IT firm that seemed to have everything covered. We learned the hard way.

Our company, as most successful small businesses, started with a few employees and a very few PCs and quickly grew and we added more PCs, a server and other things in an effort to make our business work more efficiently.

Our first contact with NDSE was when they presented an offsite back-up solution to us. We were very interested, but like many busy business owners, put the decision off. Then the unthinkable happened. Our business which runs entirely on an electronic accounting system lost our database when we internally tried to upgrade ourselves.

NDSE came to the rescue. First NDSE checked our existing tape backups that were set up by our former IT person, and to our horror the last useable backup was 6 months prior to our loss. NDSE worked with the software company to try and recover the data and the manufacturer of the accounting software told us there was nothing that could be done. NDSE did not stop there. NDSE was able to take the database and, through what has been described as a very arduous and tedious process, rebuild and recover the data and save our business. Had we lost this data it could have been a very grave blow to our business.

After this we finally engaged with NDSE to take over not only our back-ups and server support, but all of our PC support. Through NDSE's Total Care program we now have a full IT department and technology advisor. They take care of everything proactively, and give us a flat-rate that we can budget for our support.

We no longer worry about backups, PCs or losing data. If we have any technology issues we call NDSE, they even manage our phone, and ISP vendors for us. NDSE also meets with us and helps us to look at our business processes and how they can help us to leverage technology to make us more competitive and more efficient. The money we invest in NDSE's Total Care continues to pay great dividends in increased performance of our existing technology, not to mention the peace of mind we now have knowing our data is safe and secure.

We hesitated and paid the price, almost a terminal price. If I could have done it over I would have started with NDSE a long time ago. I would highly recommend them for your business if you are interested in growing and improving.

Will Pritchard

Vice President  
Centrex Technical Sales