

## **Class Computers – A real Class Act**

My laptop computer was getting old and very slow, and urgently needed replacing. Since I no longer needed the mobility, what I thought I needed was a desktop, built to my requirements by a local expert who, most importantly, would be prepared to support it in service.

I had used Class Computers a couple of years back to service my aging Hi-Fi equipment, they had done a great job, and they were only half a mile down the road from home. So earlier this year, I walked over to see them one Wednesday afternoon and was greeted by Steve, their head man. "Good afternoon," I said, "I am looking for a new computer". "What do you need?" asked Steve. "I don't know", said I, "I'm hoping you will tell me that, but please may I first ask a question: if I do buy a computer from you, what support will you provide for it in service?" "Whatever you require, Sir," replied Steve, which was music to my ears!

There then followed a patient, very thorough consultation to enable Steve to identify my computing needs so as to define the precise specification of the new desktop they would build me. That done, Steve made the telling point that every individual component in my new computer would be chosen because, in their long experience, it was the best on the market for its performance and reliability, not for its brand name.

Steve then agreed to supply a quotation for the whole package by E-mail before the day was out. So far, I was hugely impressed, although not yet committed to buy, but the quotation I received two hours later was so reasonable that it would have been madness to refuse.

Thursday morning I walked over again and paid a deposit. Steve then ordered the bits which were delivered on Saturday. Poor Mark, their technical genius, then had to work on Sunday to assemble it.

I took my laptop in on Monday morning for its brain to be transplanted into my shiny, new desktop, which they tested on Tuesday.

Then at 10.30 on Wednesday morning, less than eight days since our first conversation, Steve delivered the new computer and its accessories to my home. Everything was carefully unpacked, installed and connected. The computer was tuned in to my Wi-Fi net and test E-mails were sent. It was persuaded to talk to the printer and was so quick surfing the net that I could barely keep up! To say that I was thrilled to bits would be an understatement! But the whole customer service experience provided by Class Computers, from first meeting, through defining the specification of my new computer, to its speedy delivery, was so outstanding that I would not hesitate to recommend them to anyone who, like me, is not particularly computer literate and needs friendly and expert IT assistance.