

reimage

PC Repair. In Minutes.

Reimage's Revolutionary PC Repair Tool A Boon To Computer Troubleshooters Franchise Operators

Overview

Computer Troubleshooters is an international network of franchise owners providing onsite computer services. Computer Troubleshooters USA was formed in 1999 by Chip Reaves, who had previously built his own computer service business into one of the largest small-business computer service firms in Georgia.

All customers benefit from Computer Troubleshooters low cost, low overhead, franchise design, which lets franchise operators charge lower rates than most competitors, while still providing superior service.

Challenge

Faced with a significant increase in Windows XP repair calls because it is still the dominant operating system in the marketplace, Computer Troubleshooters needed a quality tool to efficiently repair broken XP operating systems and PCs, even ones that could not boot up.

"Often, we would need to do a complete Windows repair which can be a challenge," said Jerry Forde, a Computer Troubleshooters franchise operator. "The client sometimes needed to have Windows XP reinstalled, meaning the system and back-up data would have to be wiped away then restored and reloaded which is labor intensive, costing us time and the client as much as \$600."

Ideally, Chip Reaves wanted a repair tool that would empower technicians to provide quality service to more clients in the same amount of time it took one technician to service one damaged PC.

"There are a lot of different approaches to solving these sorts of computer problems," said Reaves. "One company approached us with a concept, which was completely unique and potentially very powerful, but unlike anything else on the market. We loved the concept, but doubted very seriously that they would be able to actually build it into a usable tool."

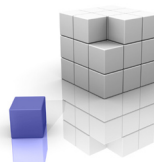


About Computer Troubleshooters:

Computer Troubleshooters provides a full range of computer and technology solutions to small-business owners and private home users. Computer Troubleshooters specialists are fully trained and are experts at diagnosing a broad range of computer and technology challenges. Launched in 1999, Computer Troubleshooters now has more than 450 franchises worldwide, including more than 240 in the United States and Canada and the remainder spanning 27 countries.

About Reimage:

Established in 2007, Reimage develops automated computer recovery tools that empower PC technicians to do their jobs better and faster. By working behind the scenes and allowing PC technicians to take the credit for automated repairs in uncontrolled IT environments, Reimage offers a unique PC repair experience. For more information, visit the Reimage website at www.reimage.com.



Solution

The company that approached Chip Reaves was Reimage. Zak Dechovich, founder and CEO of Reimage, promised that no prior installation, or advance setup would be necessary to deploy his robust repair service. With just one click, severely damaged operating systems, on average, would be brought to an original, stable condition in less than 30 minutes.

With surgical precision, Reimage diagnoses operating system problems, and replaces objects detected as faulty or missing on the PC. By accessing a web repository that stores 8 million components and registry objects, Reimage repairs programs, refreshes drivers and removes bugs and glitches - while maintaining the integrity of the user's data.

Reimage's technology replaces malfunctioning software without reverting to reinstallation. The service repairs programs, refreshes drivers, downloads missing files from a huge Web repository, and maintains user data integrity. Also, once Reimage has worked its wonders, a non-technical customer report is generated, allowing for a detailed archive of completed repairs. Computer Troubleshooters also found that Reimage can effectively repair PCs that cannot boot up into Windows XP, by using the (free) comprehensive boot CD Reimage provides. "When Reimage was ready, we tested it," said Reaves. "Now, here we are today deploying Reimage in North America. The service is revolutionizing the way we do business," said Reaves.

The bottom line is Reimage offered Computer Troubleshooters a unique opportunity for franchisees to grow their businesses, by effectively repairing severely damaged computers in a fraction of the time. Reimage was easily integrated into the sales pipeline, and complemented the management, monitoring and repair solutions currently provided by Computer Troubleshooters operators. "Reimage makes my choice easier, because it takes away the challenge of trying to figure out what is ailing customers' PCs," said Greg Sacchet, a Computer Troubleshooters' franchise operator. "The product has saved me an immense amount of time, and is worth its weight in gold as far as I'm concerned."

Other Results

Dramatic improvement in productivity – Reimage gave Computer Troubleshooters' franchise operators the opportunity to increase revenue, while at the same time provide better, efficient service to clients.

Repair a wide spectrum of software malfunctions – Virus damage, OS problems, faulty drivers, broken registry. This allows you to add an "overall checkup" to your service offering.

Maintain user data integrity – User settings, passwords, activation keys and personal data remain intact and are unaffected by the Reimage repair process.

Fix only the missing or damaged parts – Reimage "knows" what a healthy PC should look like, and executes a patented process to fix only those parts that are missing or damaged.

Customize the repair tool – Given that the Reimage repair service is exclusively for IT professionals. Computer Troubleshooters' technicians quickly found that they could customize it, store past repairs, and follow up with clients. Works on all PC Hardware - This Reimage generic PC repair can be used with any and all PC platforms.

Conclusion

Computer Troubleshooters franchise operators have a repair tool that can service many more clients in a fraction of the time, increasing the level of customer satisfaction and bottom-line results.

"In some repair situations, it could take up to 10 hours to repair what Reimage can do in about 30 minutes," said Reaves. "There have been instances where completely inoperable PCs were brought back to an original, stable condition by Reimage where every other 'fix' failed. From minor annoyances to complex repairs, a vast majority of the time Reimage is the answer – a lasting, quick repair."

