



# support source

## CUSTOMER PROFILE

### Aardvark Computer Systems

*SupportSource® is their “go-to” tool for fast technical solutions*

No doubt about it — the Web is a great source of technical information, but only if you have the luxury of time to burn. Paul Wegemann has no such luxury in his life.

Paul is a Senior Networking Technician at Aardvark Computer Services in Boulder, CO. He’s also the primary technical support contact for Aardvark’s roving technical staff, so the beeper on his belt gets quite a workout.

“Most of our work is on-site systems and network installation,” says Paul, “so our techs are always running into the unexpected. The fastest way for them to get answers is to call me.”

Paul’s not-so-secret weapon is EarthWeb’s Micro House® Technical Library (MTL), on CD-ROM. Aardvark has MTL up-and-ready all day long on one end of the service bench. With MTL, there’s almost never a need to surf the Web to look for the technical data they need.

“Most of our walk-in traffic involves hard disk swaps or upgrades from 486s to Pentium class motherboards. Many of the hard drives, motherboards or controller cards we deal with are poorly identified, so MTL is a real time-saver.

Older hard drives are notorious for lacking the essential data, Paul notes. “They often lack any labeling of master/slave parameters, or any mention of jumper configurations. However, with MTL it only takes a few seconds to find a specific drive in the database, with all the key info neatly laid out. The drive diagrams are especially helpful. Sometimes we print out the MTL datasheet and fax it to one of our on-site techs, for immediate reference.”

Why not jump on the Web and get the same info from the manufacturer’s website, for free? Paul shrugs. “I guess small, low-volume shops could get away with that, but Aardvark is a high-volume operation with a reputation for immediate solutions. We’d waste hours and hours every week looking for answers on the Web. Besides, you won’t find anything on the Web for some of the older systems we deal with.”

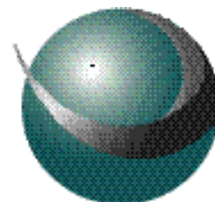
“Plus, all our techs are seasoned professionals and are accustomed to professional-grade tools. You can’t expect someone with CNA, MCP and MCSE certifications to surf the Web looking for answers, like they are researching a high school term paper. Besides, many of these guys used SupportSource databases as part of their technical training, so they’re not going to settle for anything less.”

The beeper on Paul’s belt goes off. He spots an unused phone and edges towards it. Within seconds, he’s on the phone with one of his field techs, while simultaneously entering a query into MTL. He quickly pulls up some configuration data and relays it to the tech. With Paul’s hectic workday, it’s easy to see why MTL is his ‘go-to’ tool...



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