

# When You Run a Small Business - Your Bottom-Line is #1



*"I kept everything on my computer system - my ordering software, payment systems, inventory - even my cashbox is run off a server. In short - without my network - I can't make money."*

*- Jim Dundas, Dundas' Dundas' Garage*



A quiet morning on the lake. A quick nine holes before heading home... a perfect day at the cottage. A tranquil summer weekend like this in Bloomington, Minnesota, a small town outside Minneapolis, means big business for Jim Dundas, owner of Dundas' Bloomington Garage. Tourists spend thousands of dollars at his 10-employee service station franchise.

But one busy Friday before the September long weekend, all wasn't quiet and peaceful. Jim's ordering system went dead in the middle of his gasoline order. His network server had failed causing his purchasing software to shut-down mid-order and he was now short of gas and oil for the long weekend - his biggest weekend of the year.

It was that moment when Jim Dundas realized - too late - how important his computer network was to his small business. "I kept everything on my computer system - my ordering software, payment systems, inventory - even my cashbox is run off a server. In short - without my network - I can't make money."

To ensure he never had another network disaster like this one, he called ETA Computing, a local IT service provider, specializing in managing networks for small businesses.

ETA Computing came to the garage to assess Jim's network and form a plan to provide quality network services at a price Jim could afford.

## The Benefits

- **Peace of Mind:** With the help of ETA Computing, Jim never has to worry about network downtime at his small business.
- **24x7 Network Monitoring:** NetWatch automatically examines the critical health status of Jim's devices and applications to ensure everything is functioning normally.
- A remote **Network Administrator** for a fraction of the cost of a full time employee! For approximately \$10 per day, ETA Computing provides Jim with an "insurance policy" for his network. This inexpensive service will save him a fortune in emergency network problems.
- **Failure Notifications:** ETA Computing provides immediate notification of any network concern and enables their IT staff to be proactive, rather than reactive about any issue. ETA Computing's staff can be on site to fix something before it's a serious problem.
- **ROI Analysis:** When Jim said he was thinking of opening another service station in a neighboring town, ETA Computing gave him the historical data regarding his IT needs, helping him to make informed business decisions.

## The Results

One year later, Jim is facing another September long weekend. But this year ETA Computing's NetWatch is ahead of the game. They had set up an automatic system to ensure the network was operating smoothly, all the servers and computers were performing optimally and there are no signs of danger.

It is once again, the perfect long weekend. The only thing Jim wants now...is time off.

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