January 23, 2009

Dear Reader:

We just can't say enough positive things about Andy Goodman of Down Home Computers. He has always been a great "member" of our team by keeping our system up and running smoothly day after day. Computer systems being what they are, yes there have been a few bumps here and there, but we have never been down during a business day for the five years that Andy has been working with us; until the flood that is. And with the flood, we learned even more about Andy, and none of it was a surprise to us.

The flood was caused by a large sprinkler pipe breaking in our South Park, Charlotte, North Carolina office building. Water came down through the ceilings and walls, the ceilings fell in two offices from the weight of the water, the floors had water running around on top of the carpet. The view from outside the building was hard to imagine; a building with no opening windows, yet with water running out of the windows!

This was a problem. But not for Andy, and he minimized it for us. I placed a call to him within minutes of the flood starting and asked for advice since it was pretty clear our offices were going to be a mess for a while. Andy offered to put our server on line in his lab, as well as one other machine (the one with all of our financial data), and he put up a third machine of his own to host a "lifeboat" that we could use remotely to access the server and do a variety of things we could not do on our laptops. All of this worked like a charm. By that evening we had access to our system, albeit remotely, and we were able to keep working. In reality, Andy put the lifeboat for our systems and server out there and kept us afloat! Thanks Andy!

Few service providers consistently do what they say they will do when they say they will do (Andy does), and few deliver on time and up to standard year after year (Andy has), and few put themselves out on a Friday night to help out, just because they are a member of your team (Andy did). Heck, he delivers better than my CPA!

If you need some basic assistance to lots of help with office or corporate computing systems, we greatly recommend Andy Goodman. Thanks Andy!

Best regards,

E. Larry Newton, Ph. D.
President