



The PC-FirstAid.com System Rebuild Service

www.pc-firstaid.com

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For a fixed price of £230, the System Rebuild Service consists of the following tasks as a minimum:

- Cloning your existing disk contents to ensure that a) all your data is preserved and b) if necessary I have a way back in case of downstream problems. Your saved data will include documents, spreadsheets, emails, address book, photographs, music, videos, etc.;
- Re-formatting and testing your hard disk(s);
- Partitioning your hard disk into at least three partitions: the first partition for Windows and Programs; a dedicated “utility room” partition for the Windows Swap File, Temporary Files, and Temporary Internet Files, thus minimising disk fragmentation in the main (first) partition; and a partition solely for all your data, including Favorites, email and address book, My Documents, My Pictures, etc., so that backing up is simpler;
- Installing a fresh copy of Windows (possibly an upgrade if required);
- Installing all the latest Windows updates and patches;
- Optimising Windows, Internet Explorer and other settings both for best performance and for Internet security purposes;
- Installing a firewall (e.g. Zone Alarm, which is free for personal use), if you do not have your own;
- Installing antivirus software: if you do not have your own, the free AVG program could be used, but I recommend Norton Antivirus 2006 at a cost of £20 including 12 months virus definitions updates subscription);
- If you require parental control over Internet and instant messenger usage by the younger members of your family, I recommend Norton Internet Security 2006 at a cost of £27, as a combined firewall and antivirus application;
- Optimising your Internet security settings and installing anti-spyware software (such as Microsoft's Windows Defender, Spyware Guard, Spyware Blaster, Spybot Search & Destroy, and Ad-Aware, all free for personal use), with their respective latest updates;
- Installing all your main programs (e.g. Microsoft Office) and downloading the latest updates; note that I do not install games. Also if you do not have a Microsoft Office CD, I can install Open Office, an open-source (and thus free) suite that mimics the Microsoft product and can open and save files in Office formats. Open Office includes word-processor, spreadsheet, and presentation components that look and feel like their MS Office counterparts; it also includes a drawing module and dictionaries for most modern languages.
- Installing a number of free additional programs that I have discovered over the years, that serve to increase your productivity and/or enjoyment when using your computer. These would include a couple of alternative Internet browsers with a number of additional features; an electronic Windows Desktop “Post-it Note” program; and a program that will catalogue all the picture files on your hard disk in one easy-to-use interface.
- Installing your peripherals (e.g. printer, camera, scanner), after downloading the latest Windows drivers if necessary.
- All your data will be transferred back ready for use on the new computer.
- Re-instating your Internet connection if applicable.

In essence, while the fee is fixed as above, the services that this includes are flexible within reason; thus anything else not explicitly stated above that could and should be part of the rebuild exercise, and which would only involve minimal extra effort, will be included in the fee (you only pay for the cost of the item). For instance it might be appropriate to increase system memory (RAM); to add a second optical drive and/or a second hard disk; to add USB 2.0 functionality via a PCI card, possibly with a front-access panel.

All the processes above will be carried out in my workshop; I will collect all components from your premises, and you should allow around a week between collection and delivery.

“Delivery” will take between one and two hours, during which time I will set up and test the whole system including your Internet connection, and give you a comprehensive demonstration of the new features, functions and programs on your new system.

This will be followed by a further one-hour visit some two weeks later to “top and tail” the system, and deal with any queries and minor issues that may have arisen in the meanwhile.

This service includes a three-month set-up warranty, and in any case all my clients are entitled to indefinite free email and telephone support.

Finally if you wish to upgrade to a broadband Internet connection at the same time, my normal Broadband Installation Service fixed-price fee of £50 will be waived. In which case we would sign up to your preferred Broadband Service Provider (BSP) during the delivery visit, and arrange the second visit to coincide with the corresponding activation date, normally some 10 working days later. I will help you choose a BSP if necessary, and of course I will deal with any connection problems that might arise.

You might also wish to consider purchasing you own web domain and email service; this has the effect of separating your email service from your Internet Service Provider (ISP) – Broadband or otherwise - so that any future change of ISP will not require you to advise all your contacts of yet another change of email address. There is also the kudos of having your very own private email address!

Costs are surprisingly cheap, so for instance domains such as www.robin-beck.co.uk or www.robin-beck.me.uk (or www.beck-family.co.uk) currently cost only £1.99 per year to register. There are several other possible suffixes to choose from (such as .com, .net) and you may choose any domain name that has not already been registered. Note that most surname-only domains will already have been registered.

The corresponding email package would cost a further £8.28 per year and provides up to five individual email mailboxes, each with antivirus and anti-spam protection built in. In the example above, one possible email format would be email@robin-beck.co.uk. Further details can be obtained from my current preferred web hosting service www.land1.co.uk who are one of the largest such companies in Europe. My fee for organising this is £20.

Finally it is my policy that all components, software any other purchases made on a client's behalf are invoiced with no profit margin to PC-FirstAid.com Ltd thus preserving the integrity of any recommendations I may offer.

My three main rules of business are:

1. That my clients should spend as little as possible;
2. That what is spent should represent value for money; and
3. All goods and services thus acquired should be fit for purpose.

8th March 2006