



HELPING PEOPLE DAILY - WHO DO WE GET TO HELP? ALWAYS A SURPRISE.

The best part of helping people with computers is that each day is a surprise. We continue to grow. Our acceptance rate is nearly 99.999% . Mountain Computers Inc has over 6,000 customers now, and over 590 businesses we serve on a daily basis. The odd part about quality control is that we monitor our acceptance and rejection rate, and retention rate. With a major retention rate > 99%, and minor rejection rate of < .001% those 2-3 customers one cannot please, the best part of helping people is that there is room for improvement on our part to squeeze down that rejection rate to 0%. It is difficult at best even when customers cannot seem to be ever satisfied, our goal is to be always helpful. ** Mountain Computers is the place to go for your business and computing needs.

WHICH ANTIVIRUS PROGRAM IS THE BEST?

Customers all the time ask our team which anti-virus program works the best. Our answer is very flexible and specific to our experience and expertise. Each anti-virus vendor competes with each other and viruses enter the Internet and the computing world daily. No anti-virus program is perfect. We rank the Free and the Paid versions.

Free - Microsoft Security Essentials, AVG 2012, Avast 5...

Paid - ESET NOD32, Symantec EndPoint

We do not recommend: McAfee Security Suite, Norton Internet Security, Norton 360, Trend Micro, Kaspersky, Panda, Charter Security Suite, and other flavors.

HOW DO I BACKUP MY COMPUTER?

There are several ways to backup your computer(s). We recommend daily backups of critical data like financial databases, spreadsheets, and other important documents, and even your email, and your business website.

1. Onsite Backups, use any of the following programs

- a. For personal computers use FileBackPC, or Second Copy
- b. For small business servers use NTBackup, Windows Backup

2. Offsite Backups

- a. Use a service like Carbonite, or Go Daddy
- b. Use two external hard drives, configure the drives exactly the same (drive letter, size, format), and setup your backup schedule and swap them out, keeping one onsite and the other offsite either in a safe deposit box or with you. This procedure is complicated and requires the help of a professional. Give us a call if you need help.

NEW COMPUTER OR UPGRADE YOUR EXISTING PC?

Continuing from last weekend edition of our first newsletter, one can explore the stack rank of OEM computers by manufacturer and model.

For the last five years, Mountain Computers has stack ranked OEM computers as such and we kept that stack rank up-to-date monthly. The difference between laptops and desktops should be also considered and shared.

Laptops: #1 Sony laptops for Windows or ASUS Business Pro, and #1 Macbook Pro for Macintosh in its own class, #2 Dell 15R/17R for Windows, #3 Toshiba, HP

Desktops: #1 DellOptiplex 755/380/780/980 mini-tower, #2 HP, Toshiba, #3 Acer, Gateway, Compaq, eMachine



Mountain Computers Inc.
490 E 8th St.
Reno, Nevada 89512

Office (775) 287-9552

Technical Support (775) 324-3524

Office Hours: Mon-Fri: 8am-5pm

Lunch 11x-12x

Saturday 10am to 2pm



**GO GREEN
PC-TUNE UP!**