

# Making IT happen

Words Shelley Landon-Lane

## Computer Sense



“A lot of people are still coming to grips with computers and the jargon that accompanies them is daunting,” says Mike Hein, director of Computer Sense. He adds, “Customers are vulnerable to the suggestions and solutions that are offered without fully understanding them and are often misled into implementing a solution that simply doesn’t fit or is not cost-effective and one that was designed more to make the IT provider a higher profit.”

Most modern business practices involve Information Technology in a varying degree to operate efficiently and successfully. It’s when systems fail that productivity is lost, not to mention tempers.

Mike, a qualified and certified Network Engineer, through Computer Sense, literally makes sense of IT. Liz Prosser coordinates daily business tasks including management and the assignment of response calls to the appropriate field engineers and technicians.

Just one of the many services that Computer Sense has to offer is a free initial consultation service involving the analysis of your existing system, how it was past maintained (including the cost) and what areas of improvements (recommendations) can be made to make it more reliable and cost effective to maintain.

More often than not, the team can expose areas of high-maintenance or risk while offering alternative suggestions in plain English.

Audited data can be translated to a comprehensive report containing detailed information about your

existing system, its current licensing status and recommendations (if any).

### SIZE DOESN'T COUNT.... IT DEPENDS HOW YOU UTILISE “IT”

He is incensed when he discovers that new customers have been paying a fortune for ongoing IT support when a simply improved system would require less maintenance through smarter management and use of available technologies (some which may already be in place at many customer’s sites but not utilized efficiently) thus reducing ongoing operational and maintenance costs.

Size does not count... there are appropriate technologies for all sizes of systems that, when correctly implemented, can provide the end user with the desired outcome.

“With ever increasing reliance on computerization it becomes paramount to ensure that the chosen solution is one that can keep up with the times and is one that is not seen as a financial burden but an asset,” says Mike.

He further explains that, over time, the chosen solution dictates the electronic direction of the business. Starting off in the wrong direction often inhibits the ability to easily adapt as the company grows and their technology needs change. This can result in costly (and messy) patching (increasing unreliability), upgrades and unnecessary downtime.



Liz Prosser

- Sales, installation, repair, maintenance and upgrades of Networks, Servers and Computer equipment.
- Providing 24/7 services with guaranteed response times.
- Contracted IT Support services providing peace of mind.
- Data protection, disaster recovery and forensic services.
- Reducing operational costs using Terminal (Thin Client) Services.
- MedTECH support to the healthcare sector.
- Website hosting and Email Services.
- Business and Residential Desktop Services.
- Security solutions (Lockdown, AntiVirus, AntiSpam).

## MIKE HEIN at a glance

Mike started his career in electronics in the early eighties. The computer industry then was primarily a Mainframe environment which took up whole rooms with operators in lab coats. Mike chose to pursue computers and inevitably found himself to be "one of those guys in a lab coat" doing component-level repair to key components.

Soon after the launch of the IBM personal computer (which signaled the death of the Mainframe) Mike began to focus on networking technologies and the new era of technology advances that was soon to follow.

The next few decades saw Mike working for companies like Siemens, Nixdorf (before merging) and Western Digital in Barcelona.

A prime part of his career saw him contracting in the US for Fortune 500 companies like Air Products and Johnson & Johnson where he was exposed to network infrastructures incorporating thousands of users and hundreds of Servers.

He promotes reputable brands, with good cause, such as Microsoft, HP, IBM, Dell and Cisco and adds; "Too often shortcuts are taken to save a penny by using the cheapest available resources. Over time, those shortcuts start to inhibit growth and start to become a financial burden through high maintenance costs or having to replace equipment that has become redundant too soon".

### Mike maintains the following industry certifications:

Microsoft Certified Professional (MCP), Systems Engineer (MCSE), and Trainer (MCT), MedTECH Certified Engineer, Cisco Associate (CCNCA), and CompTIA A+, Network+ i-Net+ and Server+ to name a few.

In Taranaki, Mike was the first to get certified in January 2006 as a MedTECH engineer offering services to medical practices throughout the region.

**Final Word:** "There is nothing I haven't done," Mike says. "The experience that I have gained through working for top corporations is more valuable than any of the certifications I have achieved. It is this knowledge, combined with working closely with customers and their users, that has helped form the successful direction of Computer Sense.

"It's not just about technology, it's about people too. We call it 'customer engineering' and that is our prime focus. An unhappy customer is one which has not yet been serviced by Computer Sense."

## TESTIMONIALS:

"Twelve months ago Computer Sense set up the system and continues to support in a fast, efficient and friendly manner. They're great to work with."

*-Cranlee Waiwiri, Practice manager, Waitara Health Centre*

"Over the years, Shuk Engineering Dist. Ltd. has dealt with some pretty large IT companies with big reputations, all of whom have lost the concept of personal service.

**Mike of Computer Sense understands our needs and can convey those in "layman's" terms to us, instilling confidence and certainty that our system is operating and performing as we would expect it to.**

To anyone considering looking for an IT Provider I would, without a doubt, put Mike at Computer Sense above all others."

*-Lorraine Frampton, Office Manager, Shuk Engineering Distributors Ltd.*

Mike's knowledge of systems and skill base is second to none. His ability to operate remotely over the net has saved us significant money in travel costs. We operate three servers and he can remote access and see to any issues as they come up. It certainly makes life easier."

*-Dean Pratt, Partner, Chartered Accountant, Harris Taylor Ltd.*

"We had a power cut yesterday. The very first person I called was Mike and he immediately logged in to check things out. We appreciate the personal and prompt service and we value Mike's expertise and advice. We let Computer Sense look after what they are best at so our business can get on with what we're best at."

*-Delwyn McCurdy, Administration/Business Manager, McCurdy Engineering*

"Mike and the team at Computer Sense have maintained our computer system for the past two years. Like many businesses it is critical that we have a network that safely processes and stores our information and Computer Sense ensures this happens. We are also impressed with Mike's proactive advice, often coming up with ideas and suggestions on how we can improve our system."

*-Anthony Vincent, Director, Everest Vincent*

**"Mike does an excellent job for TOSHA. We have worked together for many years and get nothing but brilliance as in immediate service no matter what the hour of day. He is always smiling and just a joy to work alongside.**

**He is quite technically smart too."**

*-Rae Sulzberger, Managing Director, Tosha Ltd.*

"Computer Sense is an extremely reliable company to deal with. They have remote access to our server and log in to fix problems ASAP meaning that our downtime is very minimal when we have a system glitch. Alternatively, when required, they're on site almost immediately! Peace of mind when it comes to your computer hardware and maintenance is very important for any business and Mike and his team give us exactly that."

*-Melanie Lines, Company Administrator, Rivet*