

Month's Focus

Introducing the Intel®
NUC

The traditional workstations from many vendors have been a struggle at times when installing. Manufacturers often install various software "free" on your new pc that will give you a trial of many software products to help them keep the cost of the PC lower. We lovingly call this "bloatware".

This software usually causes issues with managed services, so we remove all of it to prevent issues in the future.

In an effort to streamline the installation of new workstations, we have found a little gem of a PC. It is call the Intel® NUC PC that is a small form factor 4" square PC. There are many configurations and range from \$470+. One great feature (other than size) is the fast SSD Hard drive. Click [HERE](#) for a comparison to a traditional hard drive.

If you are interested in pricing, contact us today by emailing sales@pcworksplus.com or call



**Could you be
missing out on
FREE Microsoft
Office 365?**

Who doesn't like free stuff??

Microsoft Office 365 (O365) is becoming the alternative for small business solutions. Instead of investing in replacement infrastructure (physical servers), they are moving to O365 for email, data storage and a lot more. To sweeten the pot a little, 501 C(3)non-profit and public libraries are eligible for free software from TechSoup.org.

TechSoup saw a need to help non-profit organizations be more competitive in the business world. They have worked with companies to provide FREE software licensing to a company that would not be able to buy the software from traditional sources, due to budget constraints.

In addition to O365, TechSoup provides other business related software, such as Intuit Quickbooks. Check out their website for additional information on the many business related software options at <http://www.techsoup.org/get-product-donations/product-catalog>

We have helped several of our non-profit clients save \$100's and in some cases \$1000's by using licensing from TechSoup.

Want to see if you are eligible? Click on this [quick quiz](#) to see what level your organization

**If you have questions on any of the above items , please give us a call
814-742-9750 or email us at sales@pcworksplus.com with your questions or concerns.**

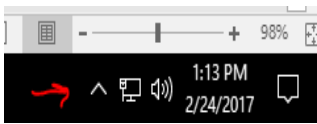


How to communicate with PC Works Plus

Did you know that there are several ways to create a ticket for service or to request information? Let us count the ways...

Service:

- 1) Call—Service Coordination is always ready to take your call 814-742-9750
- 2) Email—To create your own ticket, email help@pcworksplus.com and you will receive a confirmation of your ticket.
- 3) Portal—Log onto <https://connect.pcworksplus.com/support> and click on “Tickets” to view and create a new ticket. You can also check the status of open tickets.
- 4) Billing Portal— Log onto <https://pcworksplus.connectboosteronline.com> and click on “Service Ticket” to create a ticket.
- 5) Agent—Every managed workstation has an agent. Simply click on the PCW icon in the bottom right of your screen. Find this by clicking the arrow to view all your icons.



Sales:

- 1) Call— Ask for Tim Sheehan—814-742-9750 xt 1102
- 2) Email—Sales@pcworksplus.com



Service request tips from Lisa and Angela—Service Coordination

Working with other vendors—Are you working with another vendor for a copier or printer installation? No problem. We request at least a three day heads-up to make sure that there is an available tech to work with the vendor. This is a good idea for software or other hardware vendors, too. When a tech can be scheduled ahead of time, it will guarantee that someone can help you at the time the vendor is scheduled for the install. This makes it a time saver for you, because you can get the job completed the day they are installing, instead of a few days later.

New Employee— Are you planning on hiring a new employee? We require at least a 5 day lead time. This will allow us time to get a workstation prepared and order any licensing needed for the new employee.

Giving us some lead time makes for a better service experience.

Miss any of our Newsletters with important tech information from PC Works Plus?
Check out the archive of past newsletters and free reports.

<http://www.pcworksplus.com/tech-tips-tricks-and-industry-news/newsletter-archive/>