

# If It's Broke, Let's Fix It!!

Computers are marvelous devices so long as they work. "Business systems" are incredibly useful ... as long as they also work, seamlessly! However, many offices struggle with computers and "systems" that don't work properly, much less together.

It could be something as simple as a printer that does not work properly for everyone that need it. Or two parts of a business system, like book-keeping or accounting, that don't talk to each other. Networks that don't, faxes that won't, plotters that can't, training that doesn't, and on, and on....

You do not play a game of cards with only 20 of them in your pack : why should your business and staff suffer through inadequate support from their computers and business support systems.

## If its broke, let's fix it!!

Over the last 20 years I have been providing first and second and third level support for a wide variety of computer systems. These have included networks : be they local or wide, e-mail and book-keeping systems, drafting and GIS systems, storage and data centres, backups and archives, telephones and voice-mail, printers, plotters, PC's, laptops, servers, "wireless" .....

As a professional engineer and business graduate I bring a diverse skill set to tackle broken systems. After an initial assessment, I like to cut to the chase as quickly as possible to get your staff up and running more productively, quickly. I am very solutions oriented. The project manager in me likes to have lots of "communication" so you know what's going on, and "reasonable documentation" so we can both remember what went on and why. Passwords, linkages, configuration details....

**If your computer equipment or business systems need some "TLC", renovation, repairs, maintenance, upgrades, "tidying-up", or just plain "fixin",**

**then call James at 647-222-9083 and I will come and discuss it with you.**

Check me out at [www.dombre.com](http://www.dombre.com) and <http://ca.linkedin.com/in/jjpmclean>

## Digital Move / Renovation Management

Our strength is "managing digital moves and renovations". We use our skills, training and experience to ensure that your move / renovation project goes very well in a cost-effective and predictable manner. Our structured approach and documented procedures we target the key facets of your move to meet your objectives in a timely and cost effective manner.

While the "nuts and bolts" of each move might seem fairly straight-forward, our structured approach is designed to "close all the gaps" so that nothing "falls through". We achieve this result by using standardized procedures, check-lists, and a healthy dose of rigorous project management.

## Upgrades and "Substantial Changes"

Upgrades and "substantial changes" can be made to your digital systems at any time. Some of these are best planned to coincide with a "move" and others are better left to "another day".

**Planning, scheduling, communications and competent staffing are all crucial to successful upgrades and "substantial changes" "on - the - move".**

## Project Management

We apply a strong measure of project management to all our projects to keep them predictable. However, our certified Project Managers are also quite willing to work with your PM's to ensure that your next "project" is completed in a timely and predictable manner. So long as someone does it properly!

Each project includes a documented "lessons learned" phase so you will have already benefited from the cumulative lessons learned from all our previous projects. The "lessons learned" are used to continuously improve our standards and procedures.

## Cut-Over

**"Cut-over" is a business continuity issue.**

**DOMBRe** can coordinate the several components of your cut-over to minimize down-time, to minimize the disruption to your operations. This coordination is characterized as "digital facilities project management".

It is our goal, that at "start-of-business" on the first day at your new location ...

- your servers are installed and available for staff to login, work with files, print ... ;
- the network is built so the staff can connect their computers and get-on with "production", whatever your business produces;
- you are connected to the Internet, your email system is accessible and up-to-date;
- your telephone system is working and calls are flowing both ways;
- if you use one, your telephone system "auto-attendant" is running and correctly configured for your new location;
- your voice mail system is working;
- your printers / plotters / copiers can be used by the staff; and
- your facsimile machines are functional.