



Electronic Devices, Inc.

Computer Division



Computer Solutions for Home & Business – “Your Personal I/T Guys!”

Company Overview

February, 2015

About EDI

Electronic Devices, Inc. (EDI) has been in business for over 40 years as a privately held corporation. We have been active in the sales and service of computers and information technology for more than 20 years. Individuals on the Computer Division staff average more than 15 years of computer experience. Although we encourage formal training for employees, we do not put heavy emphasis on industry certifications. We think experience pays the best dividends.

Our Computer Division staff specializes in providing information technology support to small and medium sized businesses, as well as individuals. One of our larger clients has more than 200 nodes on a network running Windows servers. Our smallest customer is a two-person office with a Local Area Network using a DSL line. In all, we support approximately 3,000 customers in the Denver area.

Our Service Philosophy

EDI encourages all employees to be as user oriented as possible. We like our employees to try to work their way out of a job wherever possible, meaning that if we can help our customers to be self-sufficient in the world of computers, we consider that ideal. It may seem like an odd business philosophy, but it works well for EDI and our customers.

Our objective is to respond to computer problems you deem an emergency within four business hours. Accordingly, we sometimes have to ask your forbearance when we reschedule your (non-emergency) appointment to cover another company's emergency. Normal (non-emergency) appointments are generally scheduled from one to three days out. We try to set aside each morning from 8 to 10 a.m. to prioritize daily activities, which is also the best time to reach us to schedule appointments.

What We Do

EDI builds custom computers, servers, and/or laptops to order on demand. We service any make and model of computer. We repair dozens of computers and laptops each month and we are a registered OEM dealer for Microsoft as well as dozens of other suppliers.

We sell all types of computer hardware and software. If you can't find it anywhere else, but you remember it from a catalogue or on the Internet, odds are we can find it for you. We stock more than 2,000 parts and replacement components for computers. We keep hard drives, flash drive, floppy drives, CD-ROM readers and writers, modems, zip drives, CPU chips, fans, network cards, scanners, printers, and much more in stock. We also carry cables of all sizes and types. If your needs are unique, we will build a custom cable for you.

We provide training on many brands and types of software. Training can be conducted at your site for the hourly rates shown below, no matter how many persons attend the class. If we can't provide the quality of training you want from our immediate staff, we will find subcontractors.

We provide all manner of network support. We can wire your shop, install hubs, switches, and firewalls, configure your network, and connect you to the Internet over DSL, ISDN, or broadband. We carry a full inventory of parts and equipment needed to support networks. If your network goes down, and needs a part, the odds are good we have it.

When the time comes to replace your computer, we'll take your old one and recycle it in compliance with US EPA eCycling standards. We're an "eco-friendly" computer recycler and responsible citizens in this regard.

Additionally, EDI maintains a division which sells and supports a wide variety of analog and digital recording and transcription equipment, commercial sound and public address systems. EDI also provides system design and software development. An outgrowth of that portion of our business has led customers to request increasing amounts of database, spread sheet, word processor, and graphics support. We try to stay current with at least the top two or three software packages in each of those fields. Finally, other services we provide include home security systems, telephone systems, home audio/video (including surround sound) systems, multi-zone business music systems and much, much more.

Cost of Services

EDI charges from \$95 to \$110/hour for most network and computer service calls. The rate is on a sliding scale based on hours used per month. Rates are \$105/hour for less than five hours per month, \$95/hour from six to 10 hours per month, and \$95/hour for more than 10 hours per month. In practice, we average your service use, and assign a rate. We do offer a special non-profit rate. Our rates are very competitive in a market where \$150/hour and up is common for network support. Staff members have the authority to negotiate fees if we work over 8 hours in a day.

Rates for travel are at regular hourly rates from our offices to the work site. This may be amended in those instances where the trip is longer than one hour. EDI staff will confirm any such amendments in writing prior to beginning work. Payment is normally due upon completion of work unless prior arrangements have been made. If the job is more than one day, partial payment may be required in advance. Thirty-day accounts can be arranged with approved credit.

In Summary

From initial procurement to recycling of your old equipment, we are Your Personal I/T Guys. We can help you find it, install it, network it, tune it, maintain it, repair it, upgrade it, retire and recycle it for a fraction of what you'd pay most computer service providers. The big box guys will take 10 days to two weeks to evaluate your computer repair needs, and charge you for the privilege. At EDI, we'll evaluate your situation in hours not days, and we'll only charge you for what we actually repair. Stop putting up with slow, frustrating or malfunctioning computing systems and give us a call, today!

Respectfully, **Chuck W. Masur**

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