

Computer Central

Mission Statement

Provide higher quality computer systems that will improve our customer's efficiency and productivity, by delivering knowledgeable support, superior service and competitive prices.

Corporate Background

Eric Weaver, the President of Computer Central, was one of two partners who founded the Company in 1990, then known as CompuTech. Since CompuTech's early days Eric displayed a keen insight as to where computers were going and what customers needs and demands were. He learned that there is a distinct difference in the quality of computer components. Good customers wanted more than the lowest price, they wanted service and support. However, his views on quality and service differed from those of the major stockholder. It wasn't until January of 1995 that his vision of the perfect computer company came true, when he left CompuTech to form Computer Central. Eric took everything that he learned and structured Computer Central into a company that has earned a reputation for Integrity and Quality in all their dealings. Computer Central immediately became an authorized Premio computer dealer as well as a licensed Microsoft OEM (Original Equipment Manufacturer).

Principles

Fundamental to the success of Computer Central are these basic principles...

Diversity – Computer Central is a service business and a retailer. A clear line no longer exists between home and business computers. We understand that corporate users are also home computer owners and we are committed to providing the same service and support to both markets. The fact that we sell computers in many different markets means that we sell more computers, and that means savings to all of our customers. We are not in the business to move boxes, but we understand the need to combine a good price with our superior service; our goal is to develop a long-term relationship with our customers.

Customers - Customers are the reason for everything that we do. We are committed to providing our customers with better products and services than our competitors. The friendship of those we serve is the foundation of our progress, and keeping our customers satisfied is critical to our success.

Technology - We bring our customers innovative and highly reliable products and services. Computer Central has a reputation for raising its' standards long before any of our competition. We are constantly re-defining what we consider to be a minimum acceptable computer, while our competitors try to squeeze every last profit dollar from outdated or underpowered technology.

Quality – We achieve customer satisfaction only through superior quality in all of our products and services. For a component to make it into our computer systems it must be of the highest caliber. Unlike many of our competitors, we have resisted the temptation to cut costs by substituting inferior components. Our service policies have these same standards.

Integrity – The conduct of the company and its employees is honest and forthright in all dealings. We demand the same level of integrity of our customers. We are constantly on the look out for new customers, not consumers.

Customer Relations – Computer Central understands the importance in treating everyone the same. The same fairness and ethics are applied with every customer regardless of how much they are spending or how little their problem might appear to be.

Employees - The intellectual capital of our people is the key to our strength. We maintain an atmosphere where ideas are welcome, decisions are open for discussion and innovation is encouraged. Every technician at Computer Central is a full time employee.

Corporate Profile

Service – Computer Central performs service on the computers we sell as well as on other brands. We stock the entire line of replacement components, so that our customers don't have to wait while a part is on order. Our service department features advanced diagnostics tools, friendly technicians and fast turnaround. All warranty repairs are guaranteed to be complete in 24 hours or less. If you sign a service contract we are available seven days a week 24 hours a day to keep your business running.

Installation – Computer Central has over 12 years of experience in installing computers and networks. Our goal is to cause as little disruption of your daily operations as possible during the setup of your new computers.

Support – Computer Central understands the need for technical support after the sale. That's why we provide free lifetime tech support on every computer we sell. Customers can get their technical support by telephone, through the Internet or in person at our retail store. Our technicians have the information and knowledge to provide you with outstanding support.

Training – Computer Central can provide training on any Windows operating system platform and networks at your location. We understand the importance of learning in the actual environment that you will be working in. We will customize a lesson plan to fit your specific needs rather than bore you with information that you may already know or don't need.

Facilities – Computer Central is located at 5633 Broad Street Sumter, SC. Our retail store has 5000 sq. ft. (1000sq ft retail floor, 4000sq ft. office/warehouse space) and is equipped with all the personnel and inventory needed to support a large customer base. Located next to Shaw Air Force Base, we service Sumter and it's surrounding cities including Columbia, Florence, Kingstree, Manning and many more.

References

S & W Manufacturing – Richard Harrington, President
Hoffmeyer Road, Florence, South Carolina
(843) 662-8324

Since Computer Central took over S & W Manufacturing's corporate network it has grown from an original 12 computers to over 60. In this network's evolution, Computer Central has upgraded every workstation's hardware, added several Windows NT servers, setup shared Internet access through proxy server software, integrated 100 Base-T and 10 Bas-T hubs across a LAN/WAN topology and upgraded each workstations operating system. This network has been a classic example of how a companies needs could outgrow their networks capabilities. Fortunately, we have been there to foresee possible problems and make the changes required to keep this network at optimal performance.

Williamsburg Regional Hospital – Judy Gamble
Kingstree, South Carolina
(843) 355-0303
jgamble@wmbgrh.com

Windows NT Server with MDAEMON Mail Server. This network has over 60 computers and numerous network printers. Or knowledge and expertise is helping the hospital to maximize their computer usage and administer faster support to it's users.

Bryan Law Firm – Amanda Boykin, Office Manager
17 E. Calhoun St..
Sumter, SC 29150
(803) 775-1263

Two Servers - Windows 2000 Data Server and Windows NT 4.0 Exchange Server, MDAEMON Mail Server, Fax Server, Over 30x Workstations, Broadband Shared Internet Access thru a cable router and shared printing. We also host their Internet Domain and designed their website at bryanlaw.com.

Logans RoadHouse Corporate Offices – Mandy Hallman, Controller
79th Ave N. Kings Hwy.
Myrtle Beach, SC 29150
(843) 839-2622

Windows 2000 Server, External RAID Drive Array running Great Plains Accounting and Retail Systems POSI-Term. This network is responsible for over 1200 employees payroll as well as the corporate financial data. 14 Workstations, Broadband Shared Internet Access thru a cable router and shared printing.

McDougall & Self Law Firm – Sharon Barkley
21 East Calhoun St. Sumter, SC 29150
(803) 778-5062

Windows NT Server, Exchange Server, 17 Workstations, Shared Internet Access thru cable routers and shared printing. This network also connects to their Columbia office using both an email server and PC Anywhere.

Cogdill Carpet – Harvey Ackerman
1700 Huger St., Columbia, South Carolina
(803) 779-5606 X124

Two locations connected thru a DLS VPN with a third location coming online soon. Windows 2000 Server running Terminal Server for the remote access from the two remote locations. This network has grown from a Novell server with DOS based stations to a dual processor NT server with 1GIG of RAM running both Pervasive SQL and Terminal server.

Warranty

Premio computers carry a one year limited warranty on parts and labor. Computer central is an authorized Premio dealer and service center. All warranty repairs are performed free of charge at our retail location. On-site visits will be billed at a discounted hourly rate if performing warranty services. We also provide ON-SITE service contracts that compliment our standard warranty coverage with same business-day response to both warranty and network problems.

Key Personnel At Computer Central

President

Eric T. Weaver

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