

Acronis True Image Success Story – First Computer Services

Company

- First Computer Services

Industry

- Computer consulting and service

Key Challenges

- Complete system backup
- Quickly recover an entire drive
- Support for multiple types of PCs

Environment

- 4 Windows PCs running various applications, from a 533 MHz Pentium III with Windows 98 SE to a 3 GHz Pentium 4 running Windows XP Professional SP2
- Standard imaging solution for building and repairing PCs for home and SMB clients

Solution

- Acronis True Image 8

Business Benefits

- Ability to restore PCs in minutes
- No training required for implementation with the easy-to-use intuitive interface
- Peace of mind knowing that the solution works on all types of PCs

Overview

First Computer Services is a provider of personal computer and Internet consulting, sales and service. The consulting and hardware services focus on clients in the Piedmont Triad area including the company's "home base" of Winston-Salem and Forsyth County, NC.

First Computer Services strives to help their clients define their computing needs and goals and identify the most effective combination of hardware, software, training, and services to implement and maintain those objectives. It specializes in services for homes and small business.

Hardware services include complete personal computer build, repair, and upgrade services; operating system installation, configuration, and maintenance; and networking.

Internet services include web hosting, network configuration, and some website design. The company also hosts websites owned or maintained by other web designers in the Piedmont Triad area.

Key Challenges

First Computer Services was looking for a reliable product that enabled a PC technician to take an image of an entire hard disk volume to recover or replace an old or failed hard drive. The company was introduced to Acronis True Image while working on a project to deliver multiple identical PCs to a client. The client had already selected Norton Systemworks, which included Norton Ghost, to back up the hard disk drives. However, this product failed to work on the new systems. After several weeks of receiving patches to fix this solution in vain, First Computer Services began to look for other solutions.

Product Evaluation

First Computer Services evaluated two products, Acronis True Image and a suite of products from PowerQuest Corporation. After a thorough evaluation of all of the products running on multiple PCs with different hardware configurations, various Windows versions and several backup and recovery scenarios, the company selected Acronis True Image. Acronis True Image was the only product that simply worked, every time, on every platform.

A Killer Application Found

First Computer Services purchased a license of Acronis True Image 6.0. Since then, the company has upgraded to versions 7 and 8. Acronis True Image is the standard disk imaging solution offered to clients.

Success Story – First Computer Services

It is also the standard in-house solution and is currently running on 100% of the workstations at First Computing Services. Acronis True Image runs on every PC platform in the office, from a 533 MHz Pentium III running Windows 98 SE to a 3 GHz Pentium 4 with Windows XP Professional SP2. Better yet, the solution was implemented with no user training because of its easy-to-use intuitive interface. First Computer Services has peace of mind, knowing they have found a solution that can recover and build a PC in minutes.

For me, Acronis True Image is one of those "killer app" products that have been seen only rarely in the brief history of modern computing. Every time I evaluate any software, the first requirement is that the software works and addresses the issues for which it was designed. When I identify a "killer app", I don't keep the news to myself. I have recommended Acronis True Image to my coworkers, my friends and relatives, my clients, and even vendors. Everyone who has purchased Acronis True Image based on my recommendation has been thoroughly pleased.

Tom Brown
Owner
First Computer Services