

# McMillan Computer Solutions Update

See where technology can take your business.

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## Thank You!

By *Bill McMillan*

First of all, we extend our thanks to all of the wonderful businesses and individuals who have helped make our first five years extremely successful. Word-of-mouth advertising is our best and primary method to getting the word out about us and our services. We are grateful for your continued referrals.

We truly appreciate your business and look forward to continuing our relationship.

## Change & Growth

There have been many positive changes here at McMillan Computer Solutions, Inc. over the past year. These changes have been part of the planned and continued growth of our business. Our goal is to grow with the community and focus on providing proactive services to the businesses in our area.

We are currently managing 21 contract businesses and over 70 small businesses of 5 or less users, with more on the way. This equates to 45 servers and well over 300 users. As you might imagine, we are continuing to adjust our business model to provide better service and response to system issues. Our proactive approach has made it possible to manage a large number of clients with three consultants and still be available within minutes to respond to emergencies.

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*“Our proactive approach has made it possible to manage a large number of clients with only three technicians and still be available within minutes to respond to emergencies.”*

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## Staff Highlights

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*“Drive Thy business or it  
will drive Thee.”  
Benjamin Franklin*

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### Steve Peterson

Steve Peterson is the senior consultant with McMillan Computer Solutions, Inc. Steve has been with the company for almost four years and brings with him more than 20 years experience in the computer industry. Steve holds a Bachelors Degree in Marketing from Penn State University and has completed several specialized training courses in the operations and maintenance of various types of servers, operating systems, and security programs.

### Melany Tapia

We recently added a new consultant to our staff. Her name is Melany Tapia, and she comes to us with over 10 years experience in the computer industry. Melany’s certifications include Sun Certified Professional, and Microsoft Certified Professional. She attended Bowling Green University and is a graduate in Computer Science

We are certain you will find both Steve and Melany to be professional and extremely knowledgeable.

## A Unique Approach

At McMillan Computer Solutions, we believe in providing unlimited proactive service to our contract clients for a flat monthly fee. Our clients get the benefit of a set annual budget that is far below what it would cost to employ a full time Computer Systems Manager. They also get the benefit of having us use the knowledge and understanding of the systems we support without being constrained by an hourly rate. These systems are constantly changing and being modified by the software manufacturers which means someone needs to keep up on these changes. That’s another area where having a flat monthly fee really benefits our clients. We spend many hours every week looking into and testing new system enhancements that will keep your systems running smoothly.

## Contact Us

Our clients can send e-mail to our help desk at [help@mcmillaninc.com](mailto:help@mcmillaninc.com)

Or contact one of us directly at the following:

Steve Peterson - 404-8386  
Melany Tapia - 404-8019  
Bill McMillan - 404-4510

[Steve@mcmillaninc.com](mailto:Steve@mcmillaninc.com)  
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