



ABOUT

TECHNOLOGY SUPPORT & SOLUTIONS

Ray Young founded Technology Support & Solutions to take care of small businesses and home computer users. He has worked for several Chicago area technology companies such as InvenIT inc., Westbound Consulting, and Vanguard Technology. His titles have included: Executive Vice-President, Network Administrator, Web Developer, and Project Manager. In addition, he has worked in an educational capacity for Harold Washington College and Palm.

Ray Young has served as a volunteer at Senn High School. He taught students how to make web pages as part of a program, Carpe Diem, sponsored by the Chicago Software Association. Currently he tutors college students from DePaul and Harold Washington College at his office. He also volunteers his technology support for Illinois State Representative Sara Feigenholtz, Illinois State Senator John Cullerton, and Chicago 44th Ward Alderman Tom Tunney.

Technology Support & Solutions

3110 North Sheridan Suite 1910
Chicago, IL 60657
Phone: 1.773.248.1031
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SOLUTIONS

THAT MAKE YOUR LIFE EASIER

Small businesses and home office users may not have the time or knowledge to solve many of their computer problems. Technology support companies often overlook them, because they have small budgets. At Technology Support and Solutions, we are here to take care of you and your business needs.

:: IS YOUR DATA BACKED UP?

Backup of business data is essential. Technology Support & Solutions can find an affordable, easy, and effective way to backup and protect your valuable data.

:: DOES YOUR COMPUTER SYSTEM HAVE VIRUS PROTECTION?

There is always a threat of malicious programs attacking your important information. We can set your computer up with anti-virus protection that updates daily.

:: IS YOUR COMPUTER SLOW AND CRASHES ALL THE TIME? DO YOU WANT TO ADD A CD BURNER OR DVD PLAYER?

The computer will be evaluated and we can upgrade your PC or recommend a new one that is personalized to your needs.

:: DO YOU NEED A NETWORK?

In most environments a network is necessary. This allows you to share resources such as printers, Internet connections, folders, and documents. We can set you up with a cable or wireless network.

DO YOU A WANT HIGH-SPEED INTERNET CONNECTION?

We can investigate the high-speed options in your area, recommend an option, and install the equipment.

HAVING TROUBLE USING YOUR COMPUTER?

We give individual and group lessons tailored to your needs. We can help you with programs such as Access, Excel, PowerPoint, Works, Dreamweaver, Visio, Outlook, Adobe Photoshop, FTP Software, ZIP programs, and many more. We will teach you as much as you want to know.

:: WEB SITE DESIGN AND HOSTING

Small businesses that need a web site may not want to learn how to design, build, maintain, and host their site. They should not have to do so. Technology Support & Solutions thoroughly interviews all clients. Understanding the client's requirements is essential to creating an effective web site.

Does Your Company Have a Help Desk?

Now it does. Support can be given over the phone or in person. Call 1.773.248.1031 or email info@InventTechnology.com.

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METHODOLOGY

HOW WE WORK WITH YOU

1. The client interview consists of several questions aimed at understanding the purpose of their business and how a web site will enhance their business.
2. This is followed up by investigating the client's competition.
3. Artistic design is discussed by use of samples and sketches.
4. A flow-chart is drawn to demonstrate how the web pages relate to each other.
5. A list of several domain names are discussed based on availability and marketability.

6. The client chooses the domain name and artistic design.
7. The domain is purchased.
8. The web site is constructed.
9. The client is given documentation of the entire project.
10. We provide customized web hosting. The customer never has to touch a computer.



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