

## Customer Success Stories

### ***Department of National Defense, Canada – Rick Doane***

“This is my recent experience using your product:

As a PC tech for the Department of National Defense (Canada) every problem is an urgent one and quick, precise diagnosis and repair is mission-critical to the business. Your products provide me with the tools to get the job done quickly.

A recent event that ran the Universal Diagnostic Toolkit through its paces is as follows: Immediately after a recent plane crash off the coast of Nova Scotia, all personnel and resources were stood-up and sent to the crash site. That meant that all systems on our shelves had to be mobilized. Most were easy, but the last two required the use of the Toolkit. The first was a desktop that would not boot. Using the card, I was able to identify a bad sim in bank O and replace it. The second was a laptop that would fail during boot up. Using the floppy, I was able to identify a corrupted master boot record and repair it. Both units were in the truck heading to the crash site within hours.

Your Universal tool kit is awesome! Hard disk failures and video problems are not easy to diagnose and repair. Every PC tech should have this tool.”

### ***Royal Canadian Mounted Police – Brian Wainwright***

“I’m passing on a story that illustrates the power of your diagnostic software. I advised a friend to purchase a computer from Frontier Computers, a local store here in Vancouver, B.C. It wasn’t long though before he started to experience some intermittent problems. I ran Micro-Scope 8.0 and quickly came up with a RTC error on the motherboard.

I took the computer back to the service department and explained the problem with it. I could tell they really were not convinced of my diagnosis and asked that I leave it with them. I returned four hours later and was told they couldn’t find anything and had been running tests all afternoon. I asked what they were using and was told basically some shareware stuff from the Internet.

I was then allowed into the shop, stuck in my Micro-Scope 8.0 and showed them the RTC error in about 30 seconds. I pointed out the time wasted by them looking for problems when a utility like this could find memory, motherboard, and hard drive problems in minutes.

They were convinced and the store bought the Diagnostic Toolkit with the POST-Probe as well. Thanks again, great product.”

***Cuillier Career Center – Stanley M. Bejma***

“As a member of CompTIA, Cuillier Career Center trains students from four different high schools on how to repair and maintain computers as well as network technology. We are Jefferson Parish Public Career Center. The course not only covers the theory, it provides hands-on experience so the students are also prepared for entry-level positions and the CompTIA A-Plus and Net-Plus certification tests. The course is two years, with each year having a total of 180 contact days, at three hours per day, for a total of 540 hours.

Our entire school is a chartered member of SkillsUSA VICA and every year since the conception of the Computer Repair contest we have had students enter the regional, state and nationals in Kansas City. Since I have been teaching computer repair and network technology, in both high school and our local community college, Micro-Scope has been my first choice for diagnostics and we are now using version 9.

Micro-Scope's ability to identify and analyze many different peripherals has been an invaluable teaching aid that has helped the students to successfully diagnose and repair many systems, which through normal trouble shooting procedures would be very time consuming. And, as we all know, time is not only money, it can be the difference between a business succeeding and failing. Our students have truly benefited by having the opportunities to use a professional and well-written diagnostic program. The Micro2000 training tapes and software have played a major part in my ability to prepare the students to participate successfully in the local, state and national competition.

Would I recommend Micro-Scope? You can bet your first cup of coffee in the morning that I would start my day with it. I recommend any school or business that is involved with the repair and maintenance of computers to not be left behind. Make Micro-Scope part of your diagnostic tools, I know you will never regret it.”

***Diamond Carpet Mills – Tim Wells***

“Your product takes the guess work out and narrows down the problem. I see the Toolkit as the best tool for the job. You can have someone dig a ditch with a spoon, but a shovel will do the job better. The Universal Diagnostic Toolkit is that shovel.”

***Andy Tran, Consultant***

“Micro-Scope has helped my company and me save over twenty (20) hard drives through its low-level format procedures. I am very happy and impressed with this software. I think Micro-Scope is worth it, no matter the cost.”