

THE AUTO AGENCY

PC Resolve Ltd
8 Wicken Fields
Ware
Hertfordshire
SG12 0XH

3rd July 2013

Dear Andy,

As I said in my last testimonial I gave you - I have you used you again for THE AUTO AGENCY IT needs.

Again you were quick to respond and completed my requests - installing a NAS Drive and upgrading an older Laptop for our new employee Nicole who is now "SWEARING BY HER LAPTOP, NOT AT IT!"

Many thanks again for you speedy assistance and as always I will most certainly be recommending you to anyone I know that is having any IT issues along with any we may have going forward.

Thanks again,



Bradley Palmer
Managing Director

3 Old Cross . Hertford . Hertfordshire . SG14 1LZ
Tel: 01992 553007 Mobile: 07812 089481
Email: bradley@theautoagency.co.uk



Beanebytes

PC Resolve
Andrew Richards
8 Wicken Fields
Ware
SG12 0XH

Mark Stewart
Beanebytes Ltd
108 Hazeldell
Watton at Stone
Hertford
SG14 3SW

Dear Andy,

Being a web designer, its obviously crucial for my business that all my PCs' are operating correctly.

This is the second time I've called upon your services and yet again, you have come up trumps in getting my problems sorted quickly and efficiently.

Not only did you return my desktop computer fully repaired and valeted (including the removal of a couple of dead spiders), but you also took the time to assess my current wi-fi configuration and you were able to suggest a far simpler solution.

I'd like to take this opportunity to thank you for your incredible professional and personal service and I am once again swearing by my PC...not at it.

Yours Sincerely,

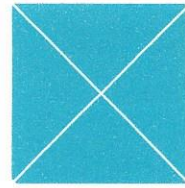
Mark Stewart.

Beanebytes Ltd
Web Design – <http://www.beanebytes.com>
Telephone: 01920 413487
Email: info@beanebytes.com

**Phillpott
Design for Homes
Limited**

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Standon
Hertfordshire
SG11 1LN

Tel 01920 821488
Mobile 07807 759628
Email john@designforhomes.co.uk
Web www.designforhomes.co.uk



design for homes

5 November 2013

Andy Richards
PC Resolve
8 Wicken Fields
Ware
Hertfordshire
SG12 0XH

Dear Andy,

Many thanks for helping with our email problems.

As a professional IT provider you are really in the risk business and lots of small and medium size businesses can be at risk without knowing it. We found ourselves in this position as we were trying to expand and improve our systems. A fast, efficient and professional response to clients is a philosophy we live by and this was threatened when our new email system went down. You responded to our call for help in the same fast, efficient and professional way that we expect of ourselves. You gave us an instant interim solution and followed this with a solution that has taken us to a new level.

Many thanks, Andy. We are happy to recommend you to our own customers.

John Phillpott

Phillpott Design For Homes Ltd



RMBS LIMITED

83A High Street, Old Stevenage, Herts SG1 3HR

Telephone: 01438 731470 Fax: 01438 731475

Email: (Book-Keeping): anne@rmbs.co.uk

(Payroll): diana@rmbs.co.uk

Andy Richards
PC Resolve
8 Wicken Fields
Ware
Hertfordshire
SG12 0XH

25th February 2014

Dear Andy,

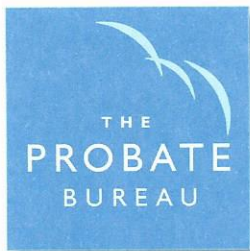
I'd like to thank you for the help you have given to Diana and myself over the last few weeks unravelling the mysteries of our network, email and ownership of our domain name. After going round and round in circles trying to find out all the details and getting ourselves totally confused and exasperated you were able to come in and clear it all up in a matter of hours. You are also always willing, when possible, to talk us through 'problems' over the phone.

I would not hesitate to recommend you to anyone requiring help with their PC, laptop and or network.

Kind regards

Anne Graham
RMBS Ltd

27th March, 2014



The Probate Bureau Ltd
3 Crane Mead Business Park
Crane Mead, Ware
Hertfordshire SG12 9PZ

Telephone 01920 443590
Fax 01920 464429
Email info@probatebureau.com
Website www.probatebureau.com

To Whom it May Concern

Re Andy Richards and P C Resolve

I used to swear at my work computer and, to my eternal shame, I wanted to swear at the nonchalant, buffoon of a so called "expert" IT consultant who used to grace my office with his presence!

I am delighted to say that I have had no such unchristian thoughts towards Andy Richards who has proved himself prompt, professional and polite to me and my team as we strive to renovate our antiquated systems.

I now need Andy to come and sort my home computing issues out! C'est la vie mon ami...

**Managing Director
The Probate Bureau Ltd**



Registered Office: 19/20 Bourne Court, Southend Road, Woodford Green, Essex IG8 8HD
The Probate Bureau Limited complies with the IPW Code of Practice
Registered in England No: 3731093



PC Resolve limited

8 Wickenfields

Ware

Herts

SG12 0XH

25/03/2014

Dear Andy,

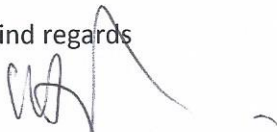
Re Office 365

I wish to thank you for the work you most recently completed for me surrounding my new email system. Your flexibility in working around my needs was much appreciated, along with your patience with my many questions and requirements.

The new email system is making my life easier already.

I have no hesitation in recommending your services to whoever is after an IT expert.

Kind regards



Kris Pringle

Director

KAP Accountancy Ltd

accounting services

49 The Maltings, Roydon Road, Stanstead Abbots, Hertfordshire, SG12 8UU
w: kapaccountancy.co.uk e: enquiries@kapaccountancy.co.uk t: 01920 318328

VAT REG NO: 135059915 KAP Accountancy Ltd registered in England No 8401921 Registered Office 49 The Maltings, Roydon Road, Stanstead Abbots, Hertfordshire, SG12 8UU

Elite Recycling Solutions

10th March 2014

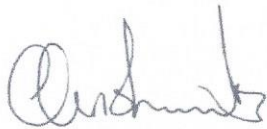
To whom it may concern

In reference to PC Resolve

Elite Recycling Solutions Ltd has been using Andy Richards, of PC Resolve since mid 2013. In this time we have upgraded our Remote Access to our server so our Sales team can connect to documents and folders while out and about, amongst various other developments.

We have always found Andy to be reliable and efficient and always available should we have any issues to solve. I am pleased we have found someone to manage this side of our business and I would not hesitate to recommend his services.

Yours sincerely



Chris Smits
Director

Stephen Turvill to
Andy Richards .

When I asked Andy to have a look at my computer I did not expect to have it delivered back to my house 2 hours later .

I am not good with computers so when I bought it I asked and paid to have it put to the basic settings .

I wanted it simple .

When I got it home there was things on it I didn't understand , then my son borrowed it , and that was it I needed it sorting out , cue Andy Richards .

Not only was his service quick but exactly what I wanted , all the icons I didn't understand are gone as are all those annoying pop up's you get .

I can't pretend to understand what he did to my computer but it is now exactly how I want it and indeed what I had already paid for .

So when I say I can recommend him for your computer needs I say so with first hand experience , he is the 3rd so called expert I have used , I need look no more I now know a man for computers his name is Andy Richards . Thanks .

Steve .



31.4.2014

Dear Andy

Thank-you for setting up an off site back-up facility for me last week.

I needed to ensure that I had a disaster recovery plan in place in case of that flood, fire or plague!
This is a requirement for my independent FCA authorisation.

I asked Andy to help. He researched what would work with my Mac computer and suggested a fairly cheap and easy to implement system. It runs automatically and without me needing to actually do anything...also a key requirement. After agreeing to go ahead, Andy set everything up and left me 'compliant'.

I would not hesitate in recommending Andy to anyone who needs work done on their computers. He is *methodical in his approach*, quietly gets on with the job in hand and as the name suggests 'resolves' any computer problems.

Yours Sincerely

Sarah Pohlinger

HUDSON'S STOVES

CLARITY, KNOWLEDGE AND EDUCATION WITH COMPETITIVE PRICING

Testimonial

To Andy Richards,

PC Resolve.

16/07/2014

Dear Andy,

Company Laptop

I recently purchased a new laptop for the business and I wanted to install a decent email system, transferring all our email addresses and email to a new system, diary including phone sync, back up, virus protection etc, along with transferring all the company records that were on two computers to the new laptop and back up system.

It was a daunting prospect, I just didn't know where to start, that was until I spoke to Andy, he knew what I needed and how to do it.

I just handed Andy the new laptop, he visited our showroom and then hey presto, a few days later it was done.

Andy made the whole thing very easy for me, I don't think I could have done it without him, or if I could it would have taken weeks, so thank you Andy for making it such an easy transition and for all your valuable advice.

There's no need to go anywhere else, PC Resolve will get it resolved!

Many thanks

Richard Hudson

Managing Director





August 14th , 2014

Andy Richards
PC Resolve

Dear Andy:

Having had a persistent problem with my laptop, with windows updates not working properly, I thought I could find an answer on Google and YouTube.

I tried loads of ways to overcome this and wasted valuable time when I should have gone to the expert earlier. It took you no time at all as you had the right tools and expertise to not only diagnose this correctly but solve this once and for all.

If you are looking for a local expert for all things IT then look no further than PC Resolve.

Sincerely,

Alan Tobutt



Aubrey Homes Project Management Ltd
horseshoes
Albury
SG11 2LQ

2nd October 2014

FAO: Andy Richards

PC Resolve

Dear Andy

Re: Our PC, Laptops & Mobile Phones.

As I'm sure everyone has realised by now, I am a complete Techno Phobe when it comes to computers and was having huge problems with all my devices and needed help fast.

After sitting down with Andy to explain, he came up with a plan to solve all my issues.

I now have a Cloud based facility from which both myself and my wife Lisa can view both of our diaries and all my documents (much better than storing everything on a USB memory stick). If I add an entry whilst out and about or change a document on my laptop it is instantly shown on my laptop, the Office POC and the mobile phones.

I'd like to say a huge thank you to Andy for his help and patience as I am now 'swearing by my computer not at it'. I will definitely be recommending Andy and PC Resolve to all my friends and colleges.

Yours Sincerely

A handwritten signature in black ink, appearing to be 'Matthew Aubrey', written in a cursive style.

Matthew Aubrey

Director

Sorpen

Financial Solutions

Independent Mortgage and Insurance Advice
12 Southbury Road, Enfield, EN1 1YT
Tel: 07887 500415 Fax: 0709 281 3087
email: info@sorpenfinancialsolutions.co.uk
website: www.sorpenfinancialsolutions.co.uk

Andy Richards
PC Resolve

20 January 2015

Dear Andy,

Thank you for the work you have done recently on the 2 new laptops for the business.

I am really grateful for the support you have given Sorpen Financial over the last 5 years. You have contributed to keeping the business going with all the technical issues we have had with the ancient laptops that we had as well as helping with the switching between the office and home.

I have recommended you to others and will continue to spread the word of "swearing by your computer and not at it" with your trusted support!

Regards



Allan Pennington
Mortgage Planning Consultant
Sorpen Financial Solutions Ltd

Sorpen Financial Solutions Limited is an Appointed Representative of Intrinsic Mortgage Planning Limited which is authorised and regulated by the Financial Services Authority.
Your home maybe repossessed if you do not keep up repayments on your mortgage.
Sorpen Financial Solutions Ltd is registered in England number 5118982.
Registered address 83 Delhi Road, Bush Hill Park, Enfield EN1 2LY



January 8th4th , 201

Andy Richards
PC Resolve

Dear Andy:

Recently my laptop started playing up and would not start correctly. Rather than waste hours searching for a solution on Google and YouTube and making matters worse I decided to get an expert opinion – someone who has the right diagnostic tools to find out what was wrong.

Not only did you fix the issue but you delivered within 48 hours helping with my heavy client meeting schedules.

If you are looking locally for an expert for all things IT then look no further than Andy from PC Resolve.

Sincerely,

Alan Tobutt

Property by Design

Styling your home's potential

PC Resolve
8 Wicken Fields
Ware
Hertfordshire
SG12 0XH

20th November 2014

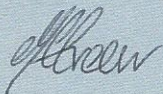
Dear Andy,

Testimonial

I just want to thank you for servicing my PC. I had be suffering for months with niggley issues and a slow system. You came out and took time listening to all my gripes and then dealt with each and every issue professionally. You also advised me on the backup of my PC and showed me how to use applications correctly.

Thank you again for enabling me to **swear by my computer and not at it!**
I will be recommending you to all my Family and Friends.

Yours sincerely



Amanda Green

Apple Tree Cottage, 80 Stanstead Road, Hoddesdon, Hertfordshire, EN11 0RL
Tel: 01992 733507 ◦ Mobile: 07886 777645 ◦ amanda@propertybydesign.net

Andy Richards
PC Resolve
Endeavour Chapter
BNI
Woodson Park Ware

11th January 2015

Dear Andy

This testimonial is long overdue, I believe we have been working together for the last 4 years perhaps longer.

I can say without doubt that our system is kept free of nasty invasions of trolls and virus with your constant attention to detail.

Last August we moved the company premises all be it a mile or less but without your planning and help we wouldn't have been sat at our desks with all computers (4) running in harmony, connected to our server and the internet on the following day.

I would not hesitate to refer you to any one in business from family and friends, small set ups such as mine to large corporations.

A well overdue thank you

Sincerely



Terry Leadbetter

PS we need a new printer soon and will require you to plumb it in to the system.

Andy Richards
PC Resolve
8 Wicken Fields
Ware
Hertfordshire
SG12 0XH

15th January 2015

Dear Andy,

After starting work for a local catering company and getting my name added to their email account I spent a good 6 months having to check two laptops for any new emails that needed my attention. As you can imagine, the novelty of this scenario soon wore off and after a few failed attempts on my part to combine the two accounts I bit the bullet and called in the professional! Within a matter of minutes you had tweaked everything and like that famous shampoo advert I no longer need to take two laptops with me everywhere when one will do.

I would not hesitate to recommend you to anyone requiring help with their PC, laptop and or network.

Kind regards

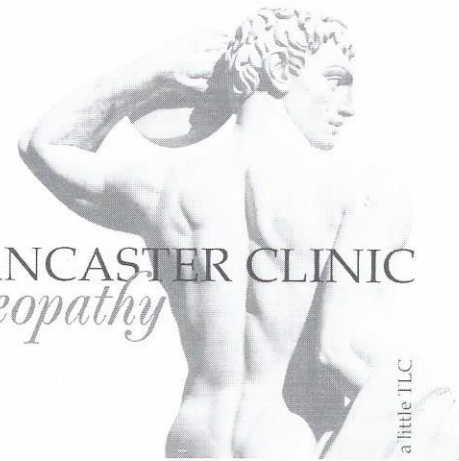


Anne Graham
RMBS Ltd

Andy Richards
PC Resolve

03-06-15

THE LANCASTER CLINIC
of Osteopathy



Dear Andy

I would just like this opportunity to thank you for helping me swear by my computer and not at it more specifically my email provider.

Last week during the night Microsoft decided to send me 3000 emails for some odd reason, obviously this completely disrupted my normal flow of business emails and my client booking details.

When I tried to delete 1 another 100 were sent to me so as you can imagine I was getting a little frustrated, but there was no need to get upset Andy came to my aid within minutes talking to Microsoft about all the gory details, within a couple of hours I was all back to normal and my emails were flowing nicely again

I really cannot thank you enough because you saved me a lot of time and money in helping me quickly I hate to think how many emails I would have had if I had used my technical skills in sorting this problem out

I continue to refer to you with confidence you can sort out any pc problem

Warm Regards

John Lancaster

The Lancaster Clinic
John Lancaster Bsc Hons OST

1 Baldock Street, Ware, Herts. SG12 9DH

Telephone:
Reception 01920 464737
Mobile 07801 023715

Email: info@lancasterosteopaths.com
Website: www.lancasterosteopaths.com



BakerPringle

PC Resolve limited

8 Wickenfields

Ware

Herts

SG12 0XH

05/08/2015

Dear Andy,

Re New IT Setup

We wish to thank you for the work you most recently completed for us surrounding the two phases of IT infrastructure you have installed. Your flexibility in working around our needs was much appreciated, along with your patience with our many questions and requirements.

We have no hesitation in recommending your services to whoever is after an IT expert.

Kind regards

Kris Pringle

Director

SJS Plumbing & Heating Ltd

Office 01763 274717 Mobile 07966078371

www.sjs-plumbingandheating.co.uk
Email: jamie@sjsplumbingandheating.co.uk
12 Jubilee Cottages, Aspenden,
Nr Buntingford,
Herts,
Sg9 9pe



X106546



30th Septmeber 2015

**Andy Richards
PC Reslove**

Dear Andy,

I recently asked Andy to look at a problem with my PC.

He came out the next day and diagnosed the issue and ordered up a new hard drive.

I dropped my PC off to Andy after last week's BNi meeting and then later that afternoon he dropped my PC back to me with the problem resolved.

I would have no hesitation on using PC Resolve services again and if I meet any friends or family I will most definitely be passing on Andy's details.

Yours Sincerely

Jamie Sinclair



12th August 2015

Dear Andy,

As I'd used your services before, I knew exactly where to go when I started to encounter browser issues with my office based PC.

As a web designer, my clients expect the best, and its essential my PC hardware is fit for that purpose.

I was therefore delighted that you were able to quickly diagnose the issues affecting my PC and you were able to fix these issues in an extremely efficient manner.

You also took the time to explain the nature of my issues and advise me on the best precautions for preventing further occurrences.

I am now happily swearing by my PC again...not at it!

I would have no hesitation in recommending the services of PC Resolve to all my friends, family and business associates.

Yours Sincerely,

Mark Stewart

Beanebytes Web Design



Aubrey Homes Project Management Ltd
horseshoes
Albury
SG11 2LQ

8 October 2015

FAO: Andy Richards

PC Resolve

Dear Andy

Re: Repairs to my PC

It was early last week with only 48 hrs to go before the deadline on the largest contract I'd ever tendered for. You can imagine my frustration when I went to continue working on this tender at 5.00am Monday morning when my computer wouldn't give me access to the cloud which held the document I'd been working on day & night for the last 3 weeks.

I rang Andy Richards of P C Resolve at 8.00am in the morning to explain my predicament. Later the same day Andy arrived and with one hour my computer was not only up and running again, Andy had cleaned the whole thing up and my computer was running faster than ever.

I'd like to say a huge thank you to Andy for his help, as thanks to him turning up at such short notice not only am I now 'swearing by my computer not at it', I also got my tender in before the deadline. I will definitely be recommending Andy and PC Resolve to all my friends and colleges.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'Matthew Aubrey', with a long, sweeping underline.

Matthew Aubrey

Director

Ed Welch
Consultant
c/o Hertfordshire Display PLC

6th November 2015

Andy Richards
PC Resolve
Ware

Dear Andy,

I wanted to thank you for sorting out my laptop on Tuesday.

I was horrified to find that it was completely dead at the start of an important working day.

I called at around 8.50. By 9.50 you were on site and fixed the problem speedily and to my complete satisfaction.

I have absolutely no hesitation in recommending you to any of my contacts who may need your services.

Yours sincerely,

Ed Welch