

Michels and Michels, Londonderry NH

You Can Rely On John, But Who Could John Rely On to Keep His Network Running?

With its venerable tradition of voluntary self government, the New Hampshire town relies on civic-minded individuals. In Londonderry, one of those key people is John Michels. He's a community member you can rely on, having been town moderator, school moderator, and more, one of those trusted people who supervises vote counting in the wee hours, when almost everybody else has gone home to bed. John and his wife, Nancy, have practiced law—mostly business, real estate, bankruptcies, probate and wills—for 27 years.

His Productivity Crashed Along With His Computer

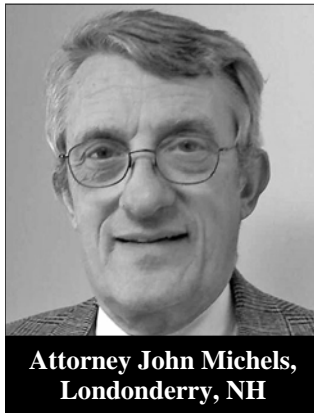
Before hiring MLANS, John says, "I always had to figure out the computer down time using MY time. I'd have to get the computer to somebody to come back in a week or two." In a profession where time is money, that was not how he wanted to spend his time.'

"I'm a survivor. I'll go to plan B, C, or D. Can I survive if Mark weren't around? Sure. Is life much easier with him around? Yes," says John.

The Computers Are Up and Running Now

"I know that if something crashes now, I'm not going to be out of business long. Mark comes in here

and running in a couple of hours. I have value and a relationship with him. My staff likes Mark and they like to have the computers going, so while he's fixing something, they bring up the little things and oftentimes he can solve those. I tell them, 'Mark's coming here so get your laundry list ready,'" John says.



Attorney John Michels,
Londonderry, NH

Helps Productivity And The Bottom Line

"I recognize that I get good value for what I pay. When dealing with Mark, I don't have to feel that he's coming in and milking the job. When other people came in, I didn't always have that feeling. His time here is always productive."

"The fact that I keep operating, that obviously helps productivity and the bottom line," says John.

Advice on Selecting Tech Support

"You have to find somebody you can get along with, whom you can rely on, and who understands what you're about. If you're a law firm, you need somebody who knows your system and that you feel comfortable dealing with. I've had nothing but good experiences dealing with Mark. He knows what we're up to and I feel comfortable," John says.