

Thanks to MLANS Technical Support...

Local Audiologist Now Serves More Clients at Two Offices While Keeping Her Peace of Mind: “Priceless!”

Dr. Peggy Sheets, a private practice audiologist, loves her work. “It certainly is rewarding helping people hear well,” she says. The busy practice has recently grown to two locations. Unfortunately, her previous computer support was not keeping pace. Dr. Sheets or her employees would phone the manufacturers or take the computers in for repair. There was no onsite support.

“He Knows How Important Computers are to a Person’s Business”

When Dr. Sheets first met Mark Aronson, she recalls, “He actually seemed less geeky than a lot of IT people I’d met. He is down to earth and is genuinely concerned about helping people get their computers working. He knows how important computers are to a person’s business.”

Upon meeting Mark, Dr. Sheets felt comfortable. She says, “I’m a practical person. I don’t need a lot of bells and whistles. I have to prioritize. I wanted somebody to provide what I need without overselling me so I’d have money in the business to grow the practice in other ways.”



Dr. Peggy Sheets

New Office Was Up and Running in One Day

Dr. Sheets’ Nashua business recently expanded to a second, full-time location in Manchester. Mark made the move go smoothly. “With somebody else I might have loathed it and expected it to take two or three days, but Mark got it done in just one day. After I had phone and Internet service installed, he tied in the network, brought in the computers, set them up and got them running. I made just one phone call because Mark knows what he’s doing,” Dr. Sheets recalls.

In addition to facilitating the move, Mark “Has given me tips on how to do things online,” she says. “He’s made it easier to access the computers in Manchester from Nashua so I can check on things without physically being there.”

MLANS Improved Efficiency

Dr. Sheets notes other benefits to working with MLANS, “Mark listens and learns about what I’m doing and then suggests new ideas to make things more efficient or easier.”

With new, web-based software, Dr. Sheets runs her business easily from both offices. Unfortunately, there was no data conversion technique available from the old software so Mark devised a method to bring most of the data into the new program, avoiding slow, error-prone manual data entry.

“Priceless”

Heading up an expanding practice puts many demands on Dr. Sheets. She appreciates her experience with MLANS, saying “I have peace of mind. I know that if a computer problem develops in Nashua or Manchester, we’ll do our troubleshooting on site. I just call and it will be taken care of. The employees find Mark amiable and easy to talk to. If I’m not here to interface with Mark, they are comfortable with having him come in and do what’s necessary.”

“Mark is extremely responsive. I imagine it’s very hard for him to juggle when there are several clients calling at the same time and everyone feels their problem is the most drastic. He does a good job at getting to you as soon as possible and letting you know he hasn’t forgotten you. When the help comes, he’s dedicated to doing his job. It keeps my heart rate down! If I’m not here to interface with Mark, they are comfortable with having him come in and do what’s necessary.”

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“Thankfully, I haven’t had to deal with any downtime, but I’m certain that if that ever occurred, and I were in dire straits, Mark would devise a way for me to continue to do business. Like the MasterCard ad says, it’s priceless.”

“I already have recommended Mark and would do so again. He deserves to get recommendations and my colleagues and fellow business friends deserve to have the same kind of service I have received,” Dr. Sheets testifies.