



ProSource = CONFIDENCE

Confidence and trust may not have the same meanings; however, they can each be seen in your clients' eyes. Of course, this sort of confidence and trust must be earned, usually through hard work, dedication and commitment. Whenever a client manager picks up the phone at 4:45 p.m. and asks Technical ProSource to have 13 qualified consultants report the following morning at 8 a.m. for a critical project, there can only be one explanation—that company trusts and has complete confidence in Technical ProSource.

Calls of this magnitude are not commonplace. They are usually the result of some type of system crash and potential computer virus epidemic. Our most recent example involved an enterprise-wide computer virus. Many employees were immediately affected and several hundred more were vulnerable. Some departments suffered lost productivity and downtime. If ignored, the virus could have potentially shut the entire company down—at least for a significant period of time.

Of course, experienced consultants do not grow on trees. Technical ProSource maintains a strong pipeline of active candidates—professionals with proven experience in areas like workstation/network troubleshooting and virus assessment, anti-virus updates and resolutions. The client was pleased, but admittedly still surprised to see 13 smiling consultants the following morning. In addition, two Technical ProSource employees reported at start of business to ensure that the project began smoothly. The consultants, working independently and collectively, traveled throughout the city, from location to location, assessing and fixing the problem. After a 12-hour day, the job was done and the company was back to business as normal.

This is just another example of how ProSource = Confidence!