

IT SERVICES FOR BUSINESS

New River Computing is a locally owned IT services company dedicated to serving businesses in the New River Valley. The IT services we provide can help your business to increase revenue, decrease costs, and minimize risk.

The success of your business is important to the economic growth of our area. We take pride in providing the right computing infrastructure, services, and tools you need to succeed. Our close proximity allows us to respond quickly to service calls, and our expert staff takes pride in their relationship with you and your company.

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In this issue

- We have been busy! **P.1**
- NRC Birthdays **P.1**
- What are IT Reviews? **P.2**
- Chris at PAX 2017 **P.2**

We have certainly been busy!

At a recent IT review, I received a hard-to-listen-to rundown about how things seem to be taking too long to get done. We went from “awesome all the time” to merely “OK”. The truth is December and January have been incredibly busy months for us here at New River Computing—so busy, in fact, we’ve not had time to get out a newsletter for a couple months.

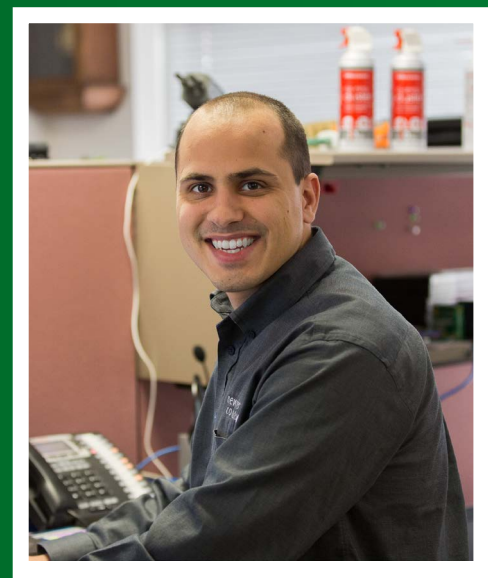
We’ve been trying hard to give excellent, timely service while also onboarding new clients, in addition to managing the surge in hardware and software purchases that coincide with the end of the year. In addition, Hansen’s been spending a great deal of time working on our internal processes. We appreciate your patience during this busy time! We’re currently working on staffing up our technical team, and by the time you receive this newsletter, we should have more staff in place to get from “OK” back to “awesome all the time”.

We have excellent staff, and I hear great feedback on their work, even during this busy time the last couple months. We love to hear kudos from our clients about our service. But we can’t improve unless we hear about when we fall down. If you feel you have not received the service you deserve, please email me directly jeff@newrivercomputing.com and let me know how we can improve.



HAPPY BIRTHDAY ALEX!

(March 23rd)



What are IT Reviews all about?

Once upon a time, a few years back, we got a call from a Client Who Shall Remain Nameless. The caller, our primary contact, said “Hey, we decided to expand into another building a while back and are planning to move next week. Is there anything we need to think about?” After some additional discussion, we found that this particular client hadn’t considered Internet, wiring needs, or much else along the lines of IT. Needless to say, these items impacted their moving timetable and caused appreciable disruption in New River Computing’s project schedule. This event caused us to rethink how we work with our clients and institute a mechanism to try to keep these sorts of surprises to a minimum. We came up with the notion of the IT Review.

IT reviews are meetings with our managed clients to look at big picture items. These meetings are usually between the owner plus primary contact of our client and appropriate New River Computing staff. The meetings usually occur once or twice a year, and I think they have enormous value, and I our clients think so too. We don’t charge for these meetings: they’re covered under our agreement. Topics usually include a review of:

- Hardware inventory with an eye toward life-cycle planning.
- Lingered or open tickets.
- Your contact list.
- A review of emerging security concerns in our industry.
- A review of what other IT trends may impact your company.
- What’s new and changing at New River Computing.
- How we can improve service.

Of course, we also ask what might be changing at your office. We’ve found that these regular meetings really help us keep our eye on the ball, as it provides a forum for discussion outside of the day-to-day crises where we might not have time for contemplating the above list. Nobody likes surprises in IT in either direction, and these meetings help prevent surprises. Thanks to everyone that takes the time to meet with us!

Chris attends Penny Arcade Expo (PAX) 2017 in San Antonio, TX

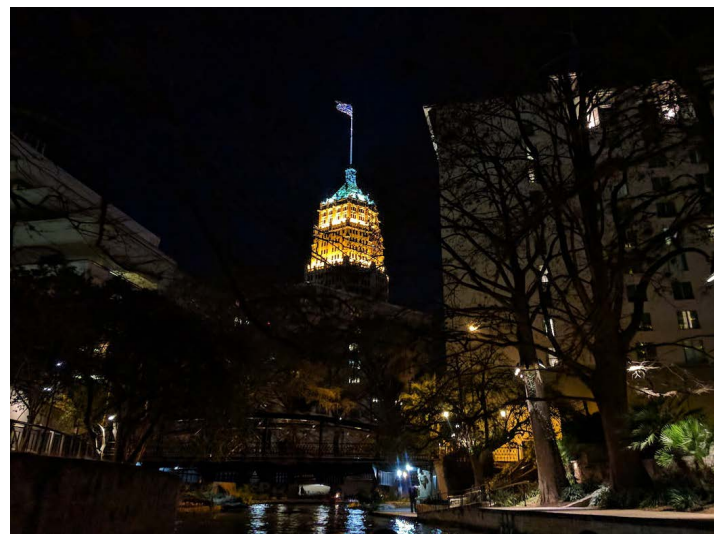
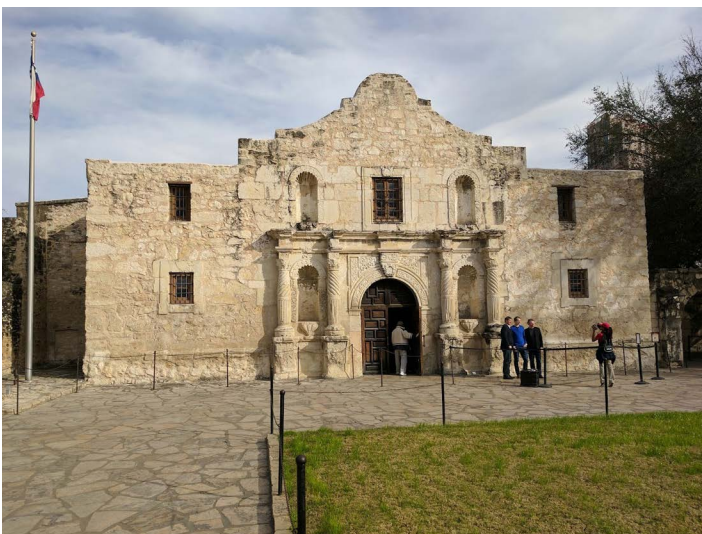
At the end of January, Chris traveled to San Antonio with his wife and a few friends to attend the 2017 Penny Arcade Expo (PAX), which features games of all types (video, board, card, and live action).

On the day before the expo, Chris had a chance to visit the Alamo, and do a tour along the San Antonio River Walk.

Highlights of the expo for Chris included:

- Playing the new Nintendo Switch video game system
- Participating in a Rocket League (a multi-player video game) tournament
- Trying out Giant Cop (a virtual reality experience), and Graveball (a multi-player video game)
- Playing the new board game Mr. Game! with the game’s creator, Frank DiCola
- Teaching some gamers how to play the card game Fluxx and meeting the game’s creator, Andy Loony
- Meeting pro paintball player, Greg Hastings, who originally inspired Chris to start playing paintball

Photos from Chris' trip to the Penny Arcade Expo (PAX) 2017



A sampling of photos from Chris' road trip (22 hours of driving each way) to San Antonio. To see more, you can check out Chris' [Alamo photo gallery](#), [San Antonio River Walk gallery](#), and [PAX 2017 gallery](#).