



Service Pack 2017

Released March, 2017

Reminder

Daily Backup
Managed Care
Annual Cleaning

Dean is far from Retired

2016 brought change not anticipated for another 3-5 years - LIVING IN THE COUNTRY.



God accelerated the process and we now live in Windsor, PA.

We moved our primary office to Chris' home – 1014 Broadway in Secane with Chris (co-owner) and Bill on the job. Then we opened an office in our new home for Cindy and Dean to remotely serve the ACS family. **The rumors of our retirement are 10 years early.**

A bit of sad news: After several months of extensive training, we aborted the professional services tool that would have helped us catalog service requests. Our goal was to assure that no client falls through the cracks. However, a tool that decreases our ability to personally interact with those that put their trust in our service is not worth using.

A sincere "Thank You" is due: We have not heard one complaint on the fact that we had to start charging PA SALES tax. I brag often about ACS Clients. You guys are the best!



"**ACS Managed Services**" continues to be perfected. We are converting our "MONTHLY CARE" clients so you will benefit from 24/7 oversight instead of just once each month.

- For RESIDENTIAL clients on a budget, our "**Cyber Defense**" (\$15/month) Plan will proactively monitor and alert on security issues. This plan "does not" provide the maintenance and cleanup work to keep your computer running smooth.

On the Family Front:

- ✓ Cindy's mom went to Heaven – thank you Jesus
- ✓ We love the slower pace of the country and the beauty that surrounds us. God's blessings are more than we could ask or think.

