

# 10 reasons why **Technology Solutions** businesses shouldn't buy a retail PC

## ABOUT US

Heron Consulting are specialists in providing quality, high availability IT systems to medical professionals throughout Western Australia.

We supply, support and optimise hardware with practice management systems. All our technicians are experienced in a wide range of software packages and are always friendly and easy to talk to!

## OUR SERVICES

We offer a membership to our clients that incorporates a tried and trusted, proactive approach designed to keep your systems secure and running smoothly. Being a member also gives you access to our team of experts, who are on hand to answer your call and attend to your problem immediately. Up to 99% of our support can be done remotely!

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One of the most common questions we get asked is "why shouldn't I go and buy a PC from xx retailer – it's half the price of what you've quoted"

Well the short answer is that it's not.

That's because you're not comparing apples with apples. In fact, when you add the cost of items 1 to 4 from our list, a retail PC usually ends up being more expensive.



So to help you assess whether or not you're really getting a good deal, we've compiled this list of 10 reasons why you shouldn't buy a retail PC.

But that's just our opinion. So browse through our list of 10 reasons and if you still believe it's better to buy a retail PC, we'd love to hear from you!



Medical IT Specialists

### 1. **Operating system**

Businesses generally need the Pro version of Windows 7. Retail PCs normally ship with the Home version – add around \$200 to buy the upgrade to Pro. And don't forget to add the time and money you have to pay your IT guy to do the upgrade.

### 2. **Warranty**

Most retail PCs ship with 12 months warranty. You can pay around \$200 to upgrade, but that still only gives you Return to Base, i.e. you have to ship it off to be fixed and be without a PC in the meantime.

### 3. **Screen**

Many PCs look cheap and one of the reasons is that they ship without a screen, so you need to add around \$200 for that.

### 4. **Software**

When you compare PCs, see what software (and licence) is included. Retail PCs don't often come with Microsoft Office for example and, if they do, it is likely to have a licence not valid for business use (e.g. Home and Student)

### 5. **Network**

Check that the network card is Gigabit – retail laptops in particular often ship with "fast ethernet" – i.e. 10/100Mb

### 6. **Quality**

Are you buying a Kia or a Mercedes? Beware that there are also model differences from each manufacturer, so buying a well-known brand doesn't guarantee a business grade PC.

### 7. **Customizability**

Can you upgrade the Hard Disk? Change the case? Add a dedicated graphics card?

### 8. **Components**

Unfortunately, it's difficult for the average user to see the differences in components, but you can check things like Hard disk speed – the higher the number the better – and manufacturers can make cheaper systems by using things like slower disks.

### 9. **Lifecycle**

How long is the current model going to be available? If you buy one next week, will it have a different specification?

### 10. **Upgradeability**

If you're planning on keeping your unit for 3 years, does it have the capacity to be upgraded later?