

Dr Hisham Abdalla - Laser LifeCare / Dental Corp

As the CEO and founder of a busy dental clinic in Auckland's CBD, not to mention one of their laser and cosmetic dental surgeons, Dr Hisham Abdalla doesn't have a lot of time on his hands to deal with technical IT problems that can come up.

So when Dr Abdalla contacted Billy from Bloody Computers, he was looking for someone he could trust to be there to support his business around the clock.

Bringing stability to the workplace

Now Bloody Computers assists Laser LifeCare with all their IT requirements - anything from hardware issues, upgrading software, as well as carrying out installations and backup.

"Bloody Computers has helped us to achieve stability in our office, which is a very rare feat. We've dealt with a number of IT firms in the past, employing them to help us solve a number of ongoing issues," says Dr Abdalla.

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"For the last three years Bloody Computers have been working with us to help solve problems. And with Billy once the problem has been solved, it is fixed."

"To give an example, last year just before the Christmas holidays we had a major issue with our email system not delivering properly. This time of the year is always a very busy period for us – so we had to get it up and running as soon as possible. Billy came in to the office and worked on it during the weekend: he ensured the problem was fixed so we could get on with our jobs."

Honesty and care

"Whatever we are going through, Bloody Computers is there for us every step of the way. They always follow up on what they're delivering and ask how we are feeling about their service."

"Billy in particular is great value - his honesty and care are qualities we can rely on. He is always personally available during every major job that's been done. We are very happy with the service Bloody Computers provides."