

Press Release

April 10, 1994

Alex Narvey Founds Precursor Systems to Provide Support to Macintosh-Based Professionals

Contact: Alex Narvey

Alex Narvey, former Systems Manager of Embassy Graphics, has founded Precursor Systems. The new company – a freelance computer consultancy – will offer support to small and medium sized businesses and individuals who rely on computers in the Desktop Publishing, Printing, Prepress, and Digital Imaging and Video fields.

Precursor Systems will offer a variety of support programs designed for those who cannot afford to dedicate resources to systems management and to research and development. “Think of me as a freelance systems administrator and portable technical support department” said Mr. Narvey.

The Pace of Change and Technical Support

As reported in the New York Times of Sunday, March 27: According to a new study by William Kirwin of the consulting firm the Gartner Group of Stamford CT, the typical cost of owning a personal computer over five years is \$40,000 U.S.* “Far beyond the purchase price of the hardware and software are the costs of technical support — setting up equipment, installing new software and learning to use it all. And if a company tries to skimp on technical support, it may find that its... executives are spending more time tutoring each other and groping around the back of their machines... than doing their jobs.”

Mr. Narvey, through Precursor Systems, will offer high quality support for companies who lack the resources to dedicate time and personnel to this task. By prescheduling maintenance visits on one of Precursor Systems Support Plans, computer professionals can budget their support in advance and still have instant access to the best possible resources. The Support Plans will help companies beat deadlines and still keep costs down.

The pace of change in the industry is speeding up all the time. “PowerPC is only the first step of Apple’s planned expansion of the Macintosh,” said Mr. Narvey, “NuBus will be replaced with PCI, SCSI with FireWire, and these radical hardware improvements will only increase the pace of software improvements.” Professionals who rely on computers are already bewildered by the pace of change in the industry. The availability of high quality support, advice and troubleshooting will be a definite asset to those companies who cannot afford a full-time person whose job it is to simply “keep up”.

Despite the increased power of desktop computers and the software that runs on them, many companies find that increased productivity is a pot of gold that somehow stays at the end of the rainbow. Some of the reasons for this inefficiency are hardware and software incompatibilities, bad choice of equipment and incorrect installations, poor use of existing systems, and poor planning for future expansion. The Advantages of Prepackaged Support Precursor Systems and its prepackaged support plans will allow small and medium sized companies to get the most out of their equipment without the cost of a full time systems manager. The prescheduled maintenance component of the programs will ensure that customers are steered clear of potential problem areas right from the start. In addition, continual regular monitoring will keep problems from occurring. Through its 24 hour BBS, Precursor will also provide focused access to the latest tools and resources for computer professionals.

Prescheduled Maintenance Visits will make sure that your computers are running in tip top shape and that your staff know what they need to know in order to take advantage of what they have. Software will be optimized and adjusted as necessary and the customer will be kept abreast of the latest changes and improvements. Most importantly, these visits can be scheduled for evenings or weekends to avoid down-time in regular business hours.

24 Hour Bulletin Board Support will give customers a continuous feed to essential resources for Macintosh professionals. No more need to spend hours searching a large and complicated commercial service. No more mounting long-distance bills. Precursor BBS has already been loaded with over 40 megabytes of the latest news, resources, utilities, updates and demo software — and it's growing all the time.

Prepaid Emergency Visits are a built-in part of each support plan — see chart below. No more need to panic when major problems occur. Simply use your prepaid emergency visit to resolve the problem without adding to your budget.

Free Phone Support is also built-in to each plan — see chart below. Instead of getting the brush off by a busy salesman, technician, or friend who has some other job to do, you will have access to high quality, focused telephone support dedicated to serving you and dealing with your problem.

Precursor's Biweekly FaxNews will keep you abreast of the latest developments, free offers, updates, and anything new available on the Precursor BBS. For example, when a new virus strikes it won't be up to chance that you find out about it. Precursor will notify you so you can instantly download the tools you need.

Save Money in a Prepackaged Support Plan

Precursor Systems will offer support plans in three levels: Basic; Intermediate; and, Advanced. These prepaid plans include prescheduled periodic maintenance visits, free emergency visits, access to a 24 hour Support Bulletin Board, free

phone support, and discounts on other services. In addition, a-la-carte pricing for all services also be offered. (Prepackaged Plans represent substantial savings over the a-la-carte pricing scheduled. For more information, contact Precursor Systems.)

Precursor Prepackaged Service Plans (per machine)

Basic	Intermediate	Advanced
4 x quarterly maintenance visits of up to 3 hours each	6 x bimonthly maintenance visits of up to 3 hours each	*12 x monthly maintenance visits of up to 3 hours each
no extra charge for evening scheduled visits	no extra charge for evening or weekend scheduled visits	30 min./day of 24 hour BBS support
60 min./day of 24 BBS support	90 min./day of 24 BBS support	30 min. free phone support*
60 min. free phone support	90 min. free phone support	no extra charge for evening/weekend phone support
Special priority phone access	free biweekly faxNews	free biweekly faxNews
free biweekly faxNews	additional computers 10% off	additional computers 20% off
additional computers 33% off		

More detailed information will be available starting April 11. To get on our Fax or Mail List please contact Alex Narvey at Precursor Systems / 992-3100.

Alex Narvey began his experience with computers by publishing two books that he designed, illustrated and typeset. His experience with DTP technology allowed him to offer MacTuneUp™ service to others involved in Desktop Publishing and Design. This led to an association with Embassy Graphics where Mr. Narvey served as Systems Manager for the last 18 months where he oversaw the expansion from a small desktop based shop to a major Scitex Prepress installation. Alex's contributions on the Macintosh have appeared in MacUser, Macworld and Aldus Magazines. Software of his design is used by subscribers to the CompuServe network in Canada, the U.S. and Germany.

Alex Narvey has been working on the Macintosh since 1986.

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* New York Times: Reigning In the Rising Hidden Costs of PC Ownership. pg. 10, sec. F.

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