



Apple's iPad looks cool, but . . .

Is it worth the hype--or the money? [Check out our review.](#)



Thinking about switching your business to Google Apps?

Google Apps is a revolutionary way to manage your business data, but is it responsible? [Visit our blog](#) to read our position.



Have a black or white Macbook from 2006 or 2007?

Apple has reported hard drive failure in some models sold during this time period. If you have one, you may be entitled to a replacement hard drive. [Read more.](#)



3n1media launches ceplan.com.

We're proud to announce the launch of www.ceplan.com, a website for Thompson & Associates, a charitable estate planning firm located in Brentwood, TN.

Dear [member_name_first],

Hello and Happy Spring! I hope you're enjoying the weather and the outdoor activities that go with it as much as I am.

I wanted to talk a little this month about how 3n1media's team of systems engineers (a.k.a. 'tech guys') is equipped to meet your technology needs. As we've expanded as a company, you may have had a chance to meet more than one of the engineers on our team. And as we respond to issues in the future, it's likely that you'll meet someone new. So that might bring up the question—does this new engineer know how to serve my needs as well and in as little time as the last one? In other words, does 3n1media have "specialists" in certain areas of technology, and if so, how do I know if I'm getting the right specialist for my needs?

While each member of our team may have specific talents and experiences, my policy in building our team has always been to cross train the engineers in all areas of technical support and consulting. So instead of having specialists, 3n1media has a team of engineers equipped to handle any issue or problem thrown at them. We intentionally share our experiences in the field with one another in order to keep everyone up to date in all areas of support.

So what does that mean for you as a client of 3n1media? Well, first of all, it means that our response time to your needs is drastically reduced; any of us can respond to your issue, so you don't have to wait for an individual engineer's schedule to open up. Secondly, it means that our engineers have a breadth of knowledge that helps them discern responsible technology practices in reference to your entire system of technology. Whether you have a home wireless network or a private business network with a server, each engineer has your big picture in mind and can therefore arrive at responsible decisions for your complete needs.

Finally, in the event that an engineer faces a learning curve in dealing with a particular issue, we have always had the policy of discounting for time spent getting up to speed to serve your needs. So no matter which engineer responds to your issue, the time billed to you will be the same.

I truly feel like having a team of cross-trained engineers equips 3n1media to best meet the needs of all of our clients in the most responsible and economical manner possible. If you have any questions about our team and how we work together, don't hesitate to ask.

Sincerely,

Sean Wright

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