

Making computer servicing more convenient, accessible

WGA Computer Service Center provides consumers with alternatives to big box stores when it comes to repairs

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As most home computer users know all too well, it's easy for computers to get infected by viruses and malware. Getting those programs off the computer, however, can be an entirely different story.

WGA Computer Service Center, a new full-service computer solutions provider located in the city's north end, is looking to help ease the burden on consumers when it comes to getting their computers back up and running.

WGA Computer Service Center, which moved into Brunswick back in May, celebrated its grand opening on Nov. 20 with a ribbon cutting ceremony. Mayor Gary Werner was on hand to deliver a plaque and proclamation and to welcome the business into the community.

The company and its technicians, who specializes in hardware, software, networking, virus repairs and system maintenance, offer a variety of fast, affordable and professional services that range from new computer setups to simple home security video monitoring.

David Terrill, who co-owns the Brunswick WGA Computer Service Center with his partner Norman Tannhof, said the business, which is the first in what is expected to become a chain, does not sell hardware, but instead specializes in the repair of home computers.

"We do a lot of data recovery, repairs, removing viruses and malware and even repairing LCD screen and computer power jacks," Terrill said, noting that he and Tannhof started a successful information technology consulting business approximately 10 years ago. While the duo still operate their consulting business, which primarily serves smaller corporations throughout the state, Terrill said WGA enables he and Tannhof the opportunity to provide similar services in the consumer market.

"Basically, we offer a cheaper alternative to having to take your equipment to one of those big box stores for repairs," Terrill said. "Unlike those stores, where even the most minor repairs can be pricey, most of the services we provide cost less than \$100."

Based on the store's price list, a new PC setup customized to the user's needs costs \$80, as does the installation and upgrade of software and the installation of antivirus software with the latest updates. For \$95, the company will remove spyware, malware, and adware scans and can also upgrade a hard drive, which includes the complete transfer of the old system.

While most of WGA's business is done inside the office, Terrill said the business does make house calls by appointment if that option is more convenient to customers. That service will cost \$135 an hour plus travel time.

Starting Dec. 1, WGA will also become a reseller of Clear's new 4G high-speed wireless data network capable of serving homes and mobile devices better and at a lower pricepoint than standard DSL and cable connections.

"This network is also known for performing better, which will be a real plus for consumers in this area," Terrill said, noting that the service is already operating in approximately 100 cities nationwide including Chicago, Pittsburgh and Portland.

In the seven months the company has been operating in Brunswick, Terrill said the store, which currently has five employees, continues to see a steady growth in business.

"We're definitely seeing a need for a business like this in the area and we're glad to be here to help whenever we can," he said.

For more information on the company's services and pricing, see the WGA Computer Service Center's Web site at www.wgacsc.com or call 440-499-5559.

The business, which is open from 9 a.m. to 7 p.m. Monday through Friday and from 10 a.m. to 4 p.m. on Saturdays, is located at 55 B Pearl Road in Brunswick.