

# **BLUE MOUSE**

---

# **TECHNOLOGIES**

*Business Profile*

08 8395 8666

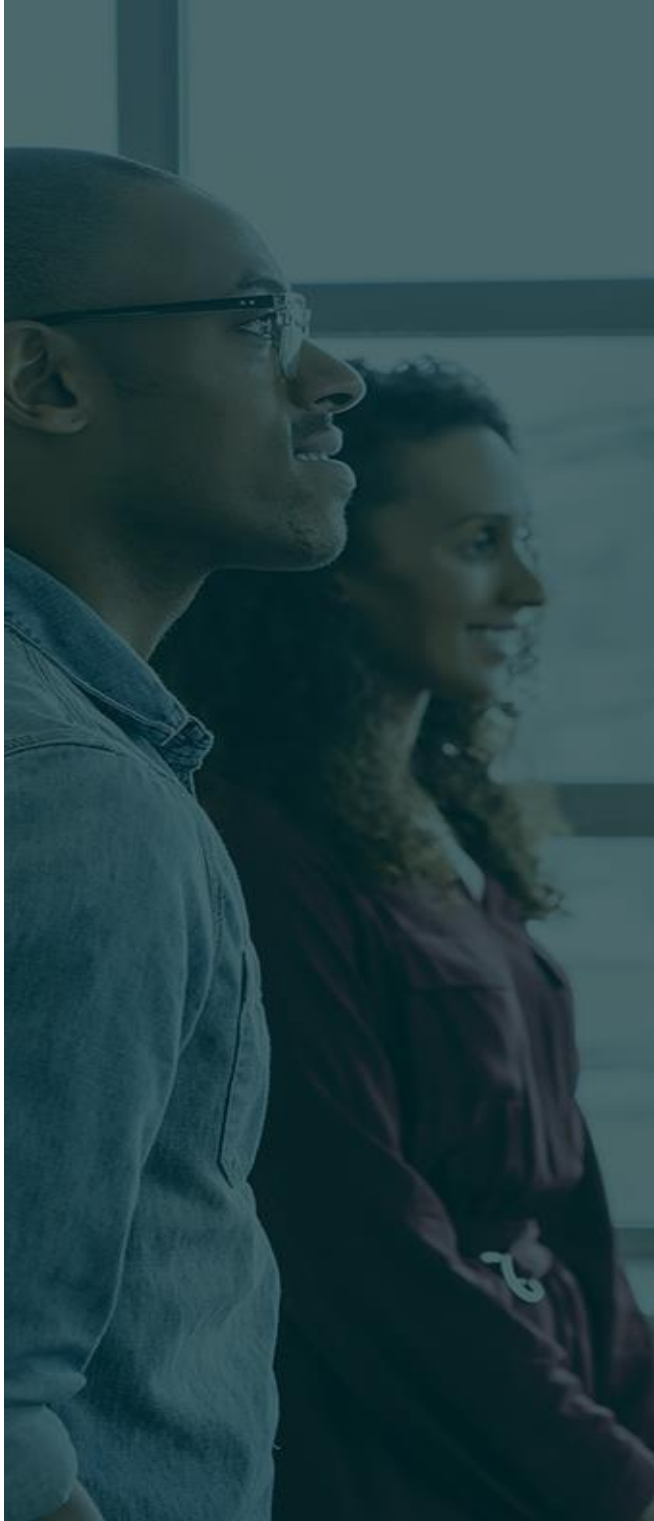
0434 545 062

[Sales@bluemouse.com.au](mailto:Sales@bluemouse.com.au)

[www.bluemouse.com.au](http://www.bluemouse.com.au)

# TABLE OF CONTENTS

---



Mission 3

Vision .....	3
Services .....	3
2. Owners / Business .....	4
3. Testimonials .....	5
4. Products and Services .....	6
5. Membership Benefits.....	7
6. Suppliers .....	8



### MISSION

---

To provide all clients with the best, reliable IT solution available, always.

### VISION

---

Reliability with quality service.

### SERVICES

---

- To improve efficiency of your IT solution to increase profitability and performance.
- Providing you with efficient staff to minimize your downtime • Personal assessment of the efficiency of your current systems.
- Provide long term support to maximize productivity.
- Providing a stress-free feeling, knowing your business is operating effectively.

## 1. THE OWNERS

---

### **Kirt Hignett –**

Over 20 years' experience in technology – Retail, wholesale, and service work. Starting out working weekends in the 90's for a small computer shop, progressing to Harvey Norman's as a Technical Manager, sales / accounts manager for Leader Computers, technician / sales for Rontek Computers and then venturing out on his own in 2009.

### **Elizabeth Redman –**

Extensive experience in Customer Service over the last 25 years, expanding her knowledge in logistics and now operating our printers and peripherals enterprise.

## 2. THE BUSINESS

---

Blue Mouse is the combination of 7 separate businesses all merged under the leadership of Kirt and Elizabeth.

Originally founded in 2001 by Charles Firster, Kirt and Elizabeth merged their business with Blue Mouse in 2011 along with several other I.T. firms, consolidating them into a solid enterprise which has now expanded to 3 locations and servicing clients all over South Australia.

We now provide a wide range of services to suit home users and small to medium businesses. New equipment, onsite support, phone support and instore services.

We provide support from Noarlunga to Kapunda through our 2 stores at Hope Valley and Gawler.

### 3. TESTIMONIALS

---

- Great service. Made technical decisions easy able to answer all my questions. Fast service. Will be using the Blue Mouse as my one stop computer shop, so help the local family business and go pay the gang a visit.
- Great service - knew what they were doing.
- I have been using Blue Mouse for years now. Since North Eastern Tech Computers closed. Kirt is always very helpful and his knowledge is amazing. Never been over charged. Never been disappointed.
- I love Blue Mouse because my elderly mother annoys you about computer issues instead of me.
- Thank you for repairing my computer. I really appreciate your service, your friendly staff, & how you take the time to explain & help us to understand. This is important when we are getting up in years. Thanks again, Graeme.
- We would like to highly recommend Kirt, Elizabeth and team to any one requiring computer technology support. Our new laptop was set up to our individual needs effectively. They are always helpful, friendly and trustworthy and have solved our computer problems quickly. No job is too small or big and we do not feel embarrassed or uncomfortable when a basic or simple problem is solved. Their after-sales service has always been cost effective and successful. We have been very happy with their service over the last 10 years and any products we need are in store or immediately ordered. We have recommended them to friends and family members, and they have all remarked on their efficiency. Blue Mouse Technologies is a very skilled business. Judy and Trevor.

## 4. PRODUCTS AND SERVICES

---

- New computers, servers, and laptops
- Telephone / remote support
- Onsite services
- Upgrades and repairs
- Reinstall of operating systems
- Business analysis

### Labour charges

Onsite:

First 45mins \$120 - includes call out fee. \$30 per 15 mins thereafter.

### Business Assessment / Analysis

**\$249**

Attend onsite. Review all IT equipment including phone services. Approx. 1-1.5 hours required. Obtain copies of current service agreements for IT support (if with another provider) phone services, internet services.

Provide a written report of analysis including:

- Current equipment and service status
- Suggested improvements, upgrades and future proofing recommendations.
- Comparison for phone and internet services and advice on improvements and cost savings if available.
- Incorporating goals and future planning of your business with your IT solution.

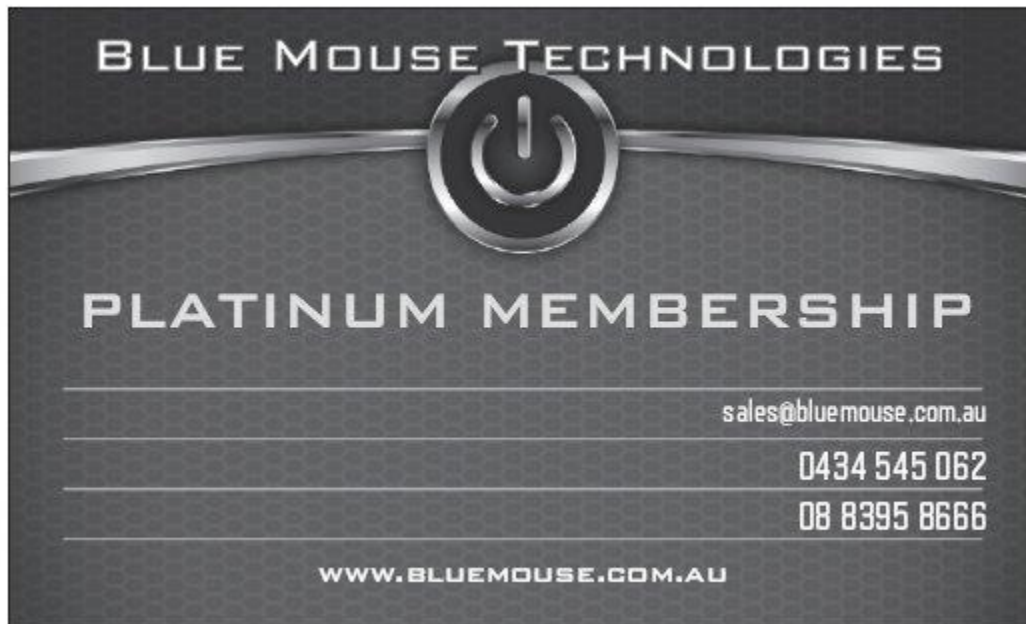
Extra services onsite to be charged at \$30 per 15 mins.

## 5. MEMBERSHIP BENEFITS

---

### Platinum \$360

- 10% off Labour charges
- 10% off non-genuine inks and toners
- Telephone support 6 days 8am to 7pm
- Business Analysis discounted to \$149 – SAVE \$100



## 6. SUPPLIERS

We use and prefer Adelaide based suppliers with quality local support:

