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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/7/2007

Category: COMPUTER REPAIR & SERVICES

Member Name: KATHLEEN LIPS

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1967

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He put 500 GB hard drive into our present computer. Revamped the drivers and updated the programs. He is in the process in salvaging everything on our computer.

Member Comments: He is amazing. He is very polite and courteous. He knows everything about computers inside and out. He gives you his honest opinion and has a competitive price range but they other companies do not compare to him. Once you are on his customer list, you can call him and get advice. He is wonderful.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 12/8/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: GLEN & ANNE BELL

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$195

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: Eliminated viruses and spyware and completely restored system.

Member Comments: Bryan was extremely polite, knowledgeable, and efficient. He came to my house, looked over my computer, and told me he'd take it back to his office to do the work because it would be less expensive for me and more efficient for him. I had my computer back in 3 days and it works great. I would definitely call PC Pro for help with my computer.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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(317) 710-3999

Report Date: 12/5/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: JERALD FRIEDERICK

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$75

Description of Work: He checked for any viruses, disk scanned, and suggested helpful ways to operate/maintain my PC at it's most optimum settings.

Member Comments: Mr. Knauer was very professional and courteous.

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Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 12/2/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: BARBARA UHRIG

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$161.5

Description of Work: Our computer was running very slowly and taking programs a long time to load. In addition, I was getting hard drive error messages, which might have meant my drive was going out. Ryan repaired and compacted the registry on my Dell computer. He did a general system cleanup, downloaded CCleaner (a free registry cleaner), ran a diagnostic on my hard drive, installed a free photo program (Picasa2), tried to undo something the Dell technician did (never call them again), cleaned up my starting programs and answered all my questions about the safety of my system from hackers, programs that are safe to download, and answered 12

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

questions that I had listed before he came. He is checking on a RAM memory upgrade for me, suggesting I look at Dell's prices and compare them with his. He also advised which monitor to buy when mine goes out (it's fading fast).

Member Comments: Ryan was able to make an appointment within 3 days of when I first called. I had read all 72 write-ups on him, so knew he might be late. He came within 20 minutes of the time frame he set up. He spent at least 2 hours on my computer, keeping busy the whole time, but taking time to answer all my questions. The Angie's List and senior citizens discounts are very much appreciated. He was unfailingly polite and low key. He never indicated that any of my questions or concerns were too basic or too obvious (things I should have known already). When he left, he emailed me a clearly written guide to computer maintenance, which explains how to keep my computer in good running shape. He answered an email question, which I sent him when I emailed him the Dell memory upgrade information. We expect to have him back to teach my husband how to put photos on a CD once he becomes familiar with Picasa2. You couldn't find a better person to work on your computer and teach you as he does it.

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happiness

Nominee

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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Report Date: 10/22/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: TOM RECK

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$308.93

Description of Work: Bought and installed a state of the art wireless router, cleaned up a desktop and a personal laptop, and helped sync up 2 work laptops with new wireless system. Most of the \$308 was for the equipment which he also found on sale, thereby charging less than his estimate. His hourly fee was worth every penny.

Member Comments: Bryan is fantastic and I have already recommended him to several other people. I expect to use his services more frequently in the future because he was able to solve so many small troubling technology annoyances so quickly, which included getting the 2 work laptops on the wireless system which is something my company's IT department had failed to do after repeated attempts over the past few years, syncing our printer with the wireless router so we can print remotely from the wireless laptop anywhere in the house, cleaning up some annoying adware-related glitches, cleaning up the startup applications so the computers would start up faster, etc. There were many more.

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Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 10/19/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: JAN GLENNON

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$1500

Description of Work: My laptop was not working properly. Bryan was repairing it at my home, and noticed one corner was cracked. (Probably in a cross country move). He took my computer with him to determine whether it would be worth repairing. He said it wasn't. I purchased a new laptop through him. This new laptop could never stay connected to the internet. No matter what hoops I went through with tech support, it wouldn't stay connected. I called Bryan many times (for weeks) to help solve the problem. He came to my house each time I called and tried this, changed that, to the point that nothing more could be done. No doubt it was an AT&T wiring problem in the home. ATT&T corrected the problem, and I am staying connected to the internet.

Member Comments: This entire process took an entire month, from the first visit to the final repair by AT&T. It was frustrating, but Bryan came to my home each time I called. But the problem was not with the new equipment. After trying everything, there was only one solution and that was with AT&T. AT&T wiring was the problem.

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Report Date: 10/19/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: NANCY SULLIVAN

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	B
Quality	A
Responsiveness	B
Punctuality	B
Professionalism	A

Approx. Cost: \$270

Description of Work: He hooked up my computers and printer to a home network system and repaired my laptop, which had completely crashed. He put in a full two hours at my home, working quickly to get things up and running.

Member Comments: Brian was very efficient and worked very quickly. Not being computer literate, I cannot tell you all the things he did, but I can say he was very honest and when I needed him to return to fix a glitch. He did not charge for the extra visit. I would certainly use Brian again for all my computer needs, and can say it was a pleasure to work with him.

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Company: PC PRO TECHNOLOGIES
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(317) 710-3999

Report Date: 10/12/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: BOB SPRINGER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$212

Description of Work: In 2 1/2 hours he solved three different problems on three different computers.

Member Comments:

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Company: PC PRO TECHNOLOGIES
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(317) 710-3999

Report Date: 10/11/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: GEORGE SOUTHARD

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$195

Description of Work: My daughters laptop crashed, so Bryan partitioned and formatted the hard drive, re-installed windows XP PRO SP2, Office 2003, Front Page, etc. He loaded device drives and politely listened and answered all of our questions.

Member Comments: Brian was very professional and courteous. He really knows computers. He told us exactly what he needed to do to get her computer up and running. He was also

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

very quick in getting it back to us. He picked it up on a Friday afternoon and we had it back on Monday.

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Company: PC PRO TECHNOLOGIES
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(317) 710-3999

Report Date: 10/5/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: MARCIA & NORM MIERITZ

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 2000

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He has fixed my computer on many occasions.

Member Comments: He is very knowledgeable, efficient, and reasonable. He is way above any other company I have used.

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Company: PC PRO TECHNOLOGIES
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Report Date: 10/2/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: HARRY A WOLFE

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1963

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He repaired my computer for me.

Member Comments: They were great all the way.

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Company: PC PRO TECHNOLOGIES

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
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9801 FALL CREEK RD
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Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Report Date: 9/18/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: RALPH & ELIZABETH BEDWELL

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$290

Description of Work: Checked security on two computers and networked two computers to one printer. Recommended a memory upgrade, which he later installed.

Member Comments: After he left there was a problem with the printer. I phoned him and he gave me directions over the phone.

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Company: PC PRO TECHNOLOGIES
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Report Date: 9/14/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: BARBARA BIESTERFELDT

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$240.48

Description of Work: Checked old router, replaced it with a new one and wired it. Defragmented and cleaned up two computers. Internally cleaned (dust, etc.) two computers. Found and removed a virus on one computer. Optimized and cleaned up registry on both computers. Installed anti-virus and spyware programs on both computers. Did all this at our home.

Member Comments: Bryan was very professional and thorough. He returned my call the day I called him and came to our home the next morning. The cost above includes the price of a new router. He even went to Fry's and got it for us. He readily gave us the Angie's List discount. I would call Bryan Knauer back in a heartbeat if we have any more problems. We are planning on having him come every 6 months to check and clean up our computers.

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Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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 happiness

Nominee

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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(317) 710-3999

Report Date: 9/11/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: GARNA PRICE

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$75

Description of Work: Resolved several software problems, talked by phone with my provider to also resolve email problems.

Member Comments: Bryan was very knowledgeable, very personable and arrived on time. I would definitely recommend him.

[Post a response to this report](#)

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 9/5/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: MICHAEL & LAURA SCANLAN

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$150

Home Build Year: 1993

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: This company performed repair of my computer.

Member Comments: Brian is the person who came to my home and everything went well. The work he did went excellently. Overall, I would recommend this company to anyone in need of computer repair.

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Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
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Report Date: 9/1/2006

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	B

Category: COMPUTER REPAIR & SERVICES

Professionalism	A
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Member Name: CLARE & ANDY MORRISON**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 2004

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Reloaded Windows XP after trouble-shooting very slow computer. Reworked home network with appropriate router.**Member Comments:**[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 9/1/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** JULIE NICHOLSON**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$94**Home Build Year:** 1925

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Spent two hours cleaning up computer files. Advised as to upgrading memory.**Member Comments:** Very pleased with every aspect of experience. Excellent![Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 8/24/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** JIM KRANZFELDER**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Approx. Cost: \$130

Description of Work: My computer was running very slowly. Bryan checked the hard drive for problems and also checked the RAM. A virus scan did not detect any viruses, but over ten spy-ware programs were detected. These spy-ware programs were not detected by McAfee. Bryan also cleaned up the start-up file. My computer now runs like new.

Member Comments: Bryan answered my voice mail promptly and showed up for the appointment on time. He got right to work and answered all of my computer questions. He was very professional.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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Report Date: 8/22/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: JOAN CAMPAGNA

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$70

Home Build Year: 1959

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: JOB 1: DETECTED AND ELIMINATED A COMPUTER VIRUS. NO VIRUS FOUND. RAN VIRUS DETECTION PROGRAM. RESET COMPUTER, DELETED UNNEEDED PROGRAMS. JOB 2: RECONNECTED ME TO THE INTERNET AND CLEANED UP HARD DRIVE.

Member Comments: JOB 1: ON TIME, FRIENDLY, DESCRIBED WHAT HE WAS DOING. VERY PROFESSIONAL. JOB 2: ON TIME AND VERY KNOWLEDGE.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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Report Date: 8/8/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: HOWARD R MEEKER JR

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$93

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Home Build Year: 1960

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: REPAIRED COMPUTER AFTER MONITOR HAD BEEN BLOWN OUT BY ELECTRICAL SHORT, ALSO CLEANED OUT FILES AND ADVISED HOW TO SCAN PICTURES FOR MAILING VIA EMAIL.

Member Comments: WOULD CALL AGAIN IF NEEDED.

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Company: PC PRO TECHNOLOGIES
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Report Date: 8/4/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: GEORGE R COOK

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$75

Home Build Year: 1955

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He did some troubleshooting in the CPU, replaced some parts in there.

Member Comments: He did a good job. He offered a discount (maybe an angie's list one) of 15\$ from his 90\$ usual fee.

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Company: PC PRO TECHNOLOGIES
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(317) 710-3999

Report Date: 7/18/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: WILLIAM CULLEY

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$115

Home Build Year: 1965

*This date helps you locate companies that work on homes that are similar in age to your own.

Overall	A
Price	B
Quality	A
Responsiveness	B
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: REPAIRED COMPUTER DAMAGE CAUSED BY STORM SURGE.

Member Comments: EXCELLENT EXPERIENCE.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 7/17/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: SHIRLEY LAHMANN

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$112.5

Home Build Year: 1955

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Cleaned & optimized desktop, Resolved SBC Browser issuers, Installed Firefox internet browser. Installed antivirus program, remove spyware from laptop

Member Comments: This guy is great. Besides being very smart about computers, he's very kind and cooperative. I called him later with a question and he didn't mind at all.

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Company: PC PRO TECHNOLOGIES
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Report Date: 7/12/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: MARION DUNSON

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$145

Home Build Year: 1960

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Installed virus protection and anti spyware.

Member Comments: Did a good job and very efficient.

[Post a response to this report](#)

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
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Report Date: 7/11/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: JOHN REEVES

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$75

Home Build Year: 1992

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Troubleshoot and replaced computer components damaged by a power surge and reset printer.

Member Comments: Excellent! Bryan was here immediately and quickly traced problem. We had major problems (power/phones/cable) from a nearby lightning strike.

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Company: PC PRO TECHNOLOGIES
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Report Date: 7/10/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: NANCY LINKS

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1958

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: MY COMPUTER WAS TOTALLY CRASHED. HE PICKED IT UP & TOOK IT HOME. HE FIXED IT AND RETURNED IT IN LESS THAN 2 DAYS. VERY REASONABLY PRICED.

Member Comments: HE WAS PROMPT COURTEOUS AND KNOWLEDGEABLE. EVEN CONTACTED US WITH A FOLLOW UP CALL. HE ALSO SPENT A LOT OF EXTRA TIME ANSWERING MY QUESTIONS AND FIXING ADDITIONAL COMPUTER PROBLEMS AT NO CHARGE.

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Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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(317) 710-3999

Report Date: 7/4/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: ALAN JOLLY

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$94

Home Build Year: 1994

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: They performed an analysis on the home PC and scanner that were damaged due to a flooded basement. Bryan reviewed the hardware and software to determine if the machines could be repaired. He also prepared a written statement that was filed with the insurance company to facilitate a claim payment.

Member Comments: Bryan was very flexible with scheduling, as I changed the original appointment due to another commitment. He called to confirm the appointment and arrived on time to do the work. He was very knowledgeable and thoroughly examined the equipment. He completed his diagnosis, and as requested, sent me a document that I filed with the insurance company. He offered to help me recover some information from my hard drive and transfer it to my new computer. He was very professional and helpful.

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Nominee

Company: PC PRO TECHNOLOGIES
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(317) 710-3999

Report Date: 7/4/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: KIM DUNWIDDIE

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$131.5

Home Build Year: 1995

*This date helps you locate companies that work on homes that are similar in age to your own.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: We were having trouble with our notebook PC.

Member Comments: Bryan fixed our problems with our notebook on site. He was knowledgeable and professional.

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Company: PC PRO TECHNOLOGIES
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Report Date: 6/28/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: JUDY RUSH

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$215

Home Build Year: 1991

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He installed a new computer and transferred my files from my old one to my new one. Cleaned out the old one. Return call to refine some of the things on the new one.

Member Comments: He responded to my call quickly and satisfied all my requests re:the new computer. Im very pleased. I thought he was reasonably priced and very polite.

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Company: PC PRO TECHNOLOGIES
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Report Date: 6/13/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: RAMON & KAREN FIGUEIRA

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$187

Home Build Year: 1988

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: They helped organize the software in our notebook computer.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Comments: Bryan is the name of the technician and owner, I believe. We were needing prompt assistance and he was able to modify his schedule for the following day to be able to attend to us. We were having some difficulties and he came very promptly. He was very responsive in that aspect. He is very professional, very nice and has an excellent personality.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 6/12/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: JON LARAMORE

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$250

Home Build Year: 1962

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Bryan cleaned our desktop of many, many viruses, restored files, installed anti-virus software and gave us advice about how to avoid this in the future.

Member Comments: Excellent. He was able to schedule us right away, and got the work done promptly. He has been very accommodating of questions, etc.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/19/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: LESLEY CRANE

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$204

Description of Work: WE HAD PROBLEMS WITH OUR INTERNET CONNECTION. OUR TECHNICIAN FOUND MULTIPLE VIRUSES, SPYWARE, ETC, TOOK CARE OF THOSE, LOADED FREE ANTI VIRUS & ANTI SPYWARE, THEN SHOWED US HOW TO RUN IT.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Comments: OUR TECHNICIAN WAS FRIENDLY, COURTEOUS & ALL BUSINESS. WE COULD BARLEY GET HIM TO ACCEPT A GLASS OF WATER DURING THE 3 HOURS HE WAS AT OUR HOUSE. HE RESPONDED (AS PROMISED) SAME DAY. I WOULD 100% USE HIM AGAIN.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/18/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: TERRI VAHEY

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 2005

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: ORDERED & INSTALLED NEW COMPUTER SYSTEM, WITH DATA TRANSFER FROM OLD SYSTEM.

Member Comments: KNOWLEDGEABLE, PROFESSIONAL, PUNCTUAL, HASSLE FREE. A VERY GOOD JOB! HIGHLY RECOMMEND.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/17/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: EDWARD STOVALL

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$60

Home Build Year: 1974

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: They rebuilt my computer. They increased the memory for me.

Member Comments: They did very good work. Their price was reasonable. My computer is working better than it was before.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/8/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: MRS GORDON BROWN

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 2004

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He was repairing my computer and was putting in a RAM. Also repairing my printer.

Member Comments: He was very much on time and seemed to know what he was doing and helped a lot.

[Post a response to this report](#)

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/5/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: ANDREA CANEDO

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$25

Home Build Year: 1972

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: MY LAPTOP CRASHED AND SERVER WAS DOWN, THEY RE-INSTALLED WINDOWS XP.

Member Comments: BRYAN DID A GOOD JOB, WAS VERY WILLING TO ADDRESS ALL OUR CONCERNS AND TO MAKE SURE THE COMPUTER WORKED.

[Post a response to this report](#)

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/4/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: ROBIN & ED DAVIS

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$40

Home Build Year: 1925

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: I don't know what was wrong with my computer, but I couldn't get online.

Member Comments: He came and was very nice. He explained things that were wrong, and fixed it. He took less time than he thought he would. He gave us a good price, less than we thought it would be.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 5/4/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: BOB MEYER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$450

Home Build Year: 2006

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: They fixed my broken laptop PC. They installed all software and prepped new one.

Member Comments: They were prompt, knowledgeable and responsive. I will use again.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	B
Quality	B
Responsiveness	A

Report Date: 4/24/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** JAMES RUOTANEN**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$153**Description of Work:** Correct registry to eliminate "error message" provide work around for e-mail "compose" by setting up outlook express.**Member Comments:** Bryan was prompt, friendly, professional and helpful. Although he couldn't restore computer to original condition without significant expenditure, he provided alternate.[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 4/20/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** LOUISE VALIQUETT**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$68**Home Build Year:** 2005

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: I called Angie's List for a referral to fix a server problem. I was given 3 companies and chose this one because they were closest to my home, but all referrals were excellently rated. Our server stopped working for no apparent reason. Brian explained his services and pricing when I called. He was on time, professional, did a thorough review of our PC systems and fixed the problem, explaining what happened. He also checked our systems for spyware, and other problems. I would hire him again without hesitation. He also gave us the Angie's List discount of 15%.**Member Comments:**[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A

Report Date: 4/13/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** T BRENT & GAYLE BOWMAN**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$150**Home Build Year:** 1991

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Researched computer problem, contacted source of problem, made 3 home visits to try potential solutions. Cleared up other computer-related problems while addressing the major issue.**Member Comments:** Excellent overall service.[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 4/11/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** D P WRIGHT**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 1976

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: ON SITE SERVICE. SET UP AND CONFIGURE DSL IMPLEMENT ROUTER SET UP AND WIRED NETWORK. RESOLVED ISSUES WITH SOFTWARE AND VIRUSES.**Member Comments:** BRYAN WAS ON TIME, POLITE, REASONABLY PRICED AND QUITE HELPFUL.[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 4/10/2006**Category:** COMPUTER REPAIR & SERVICES

Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Name: MICHAEL LAUDERBAUGH**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$230**Home Build Year:** 1986

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: They reformat the hard drive.**Member Comments:** They were very good.[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 4/6/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** JANE HITCH**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$119**Description of Work:** Scanned and removed virus that my anti-virus software (mcafee) had let slip through and that a McAfee scan could not detect, generally cleaned up areas of my computer that I barely knew existed.**Member Comments:** Bryan is professional, efficient and obviously knows his business. He came to my home within 24 hours of my call, was on time, and was just generally a pleasure to work with. He came prepared with all the tools he'd need, was undaunted by the task and shared helpful information. I'd have him back in an instant and recommend him without reservation. He's a nice find for those of us with home computers who need professional support.[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 4/5/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** PAMELA SHIRLEY YOUNG**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 1960

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: MY WHOLE COMPUTER SYSTEM STOPPED WORKING, ANGIE'S LIST GAVE ME THE NAME OF BRIAN AT PC PRO. HE CAME THE NEXT DAY. MY OLD COMPUTER WAS NOT REPAIRABLE. HE ORDERED A NEW DELL FOR ME, IT ARRIVED IN 3 DAYS, AND HE INSTALLED IT TODAY.

Member Comments: MY OVERALL EXPERIENCE WITH PC PRO AND BRIAN WAS EXCELLENT BRIAN IS TOTALLY COMPETENT AND VERY PLEASANT, AND HIS CHARGES ARE EXTREMELY REASONABLE.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 4/5/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** CHARLES J ODROBINAK**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 1950

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: RETERMINATED 3 CATS, PATCHED CABLES, TESTED COMPUTER CONNECTIVITY, OPTIMIZED AND CLEANED UP DELL PC.

Member Comments: BRYAN WAS VERY PUNCTUAL, PROFESSIONAL AND EFFICIENT. ALSO, HIS PRICE IS REASONABLE. I WOULD GLADLY RECOMMEND HIM.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 4/3/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** MARCIA & NORM MIERITZ**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Approx. Cost: \$173

Home Build Year: 2000

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: TROUBLE SHOOTING WIRELESS NETWORK. CONFIGURED NEW ROUTER, ENCRYPTING WIRELESS NETWORK. WORKED ON 2 COMPUTERS. THEY ALSO INCREASED MEMORY OF SATELLITE COMPUTER.

Member Comments: BRYAN WAS EXCELLENT. HE WAS ON TIME, REASONABLY PRICED, AND VERY EFFICIENT AND KNOWLEDGEABLE.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 3/27/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: KEN & JUNE SCHMID

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1990

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: REPAIRED AND CLEANED PC. AND CONNECTED WITH 4 WAY FAX, COPIER, SCANNER & PRINTER.

Member Comments: PC PRO WAS GREAT ON ALL COUNTS AS INDICATED BY THE SCORE CARD. ONCE AGAIN ANGIE'S LIST EXCELLS WITH IT PARTICIPANTS.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 3/23/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: KATHLEEN LIPS

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1967

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Our computer was not functioning due to a full hard drive. I called Bryan and he put in the biggest hard drive made. 300gb. He also updated our video cards, all of the drivers, and made a complete copy of our PC's guts. He also installed several programs.

Member Comments: Bryan came right over to check the problem. We discussed optional. He dropped the service call charge due to installing a hard drive in his office. Very polite, very professional. He's the best in the business.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 3/22/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: BEVERLY MARKER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$115

Home Build Year: 2004

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: My computer was running slow & also freezing up at times. Bryan found & fixed a virus. He needed to take my PC but was prompt about returning it!

Member Comments: Bryan answered my e-mail promptly, was on time, & very knowledgeable. I felt his price was very reasonable.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 3/3/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: NANCY DYBOWSKI

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$95

Home Build Year: 1987

*This date helps you locate companies that work on homes that are similar in age to your own.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: Repaired a Toshiba Tecra 8200 laptop. Screen would freeze up and/or re-boot on its own. Diagnostics performed, Toshiba drivers installed, did full virus/spyware scan and did an internal cleaning on laptop. A faulty memory slot was causing the problem.

Member Comments: After trying some diagnostics over the telephone which did not fix the problem, Brian picked up the laptop from my home and took it to his shop for repairs. He was very knowledgeable, professional and courteous. Brian was found a work around for the memory slot problem and saved me the cost of a new laptop. He did the work and returned my laptop as promised and it has worked perfectly since. I would highly recommend him.

[Post a response to this report](#)

PAGE OF
happiness

Nominee

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/20/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: REG GELORAN

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$113

Home Build Year: 1986

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Reformatted hard drive.

Member Comments: Bryan was prompt & returned calls & emails quickly. He was courteous and knowledgeable.

[Post a response to this report](#)

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/16/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: HARRY A WOLFE

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Approx. Cost: \$0**Home Build Year:** 1963

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Computer Repair.**Member Comments:**[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 2/16/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** CAROL HITTLE**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$340**Home Build Year:** 1970

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: COMPUTER DID NOT TURN ON CONSISTENTLY, LOTS OF SPY WARE & OTHER MALFUNCTION. BRYAN (PC PRO) WAS KNOWLEDGEABLE & AND WAS ABLE TO CORRECT PROBLEMS, EXCEPT FOR ONE WHICH WE CONT. TO WORK ON.**Member Comments:** ALL POSITIVE.[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999**Report Date:** 2/15/2006**Category:** COMPUTER REPAIR & SERVICES**Member Name:** ROBERT & ELLEN HEALEY**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 1927

*This date helps you locate companies that work on homes that are similar in age to your own.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: Connected older PC to DSL. Updated to newer version of Windows 98. Networked with newer computer in house. Attached printer. Internal & external cleaning. Installed router & network card.

Member Comments: Came when he said. Extremely polite & careful. Returned next day to complete job. Called when unexpected delay occurred. Explained what he had done. Price was very reasonable.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/9/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: BARBARA THORNBURG

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$174

Home Build Year: 1987

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Implemented wireless network, share printer over network, cleaned desktop PC, removed viruses & spyware, configured 2 laptops on network, initialized hard drive defragment.

Member Comments: BRIAN WAS ON TIME, VERY KNOWLEDGEABLE, DID AN EXCELLENT JOB.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/3/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: TOM & DEBRA PATTERSON

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$145

Home Build Year: 1965

*This date helps you locate companies that work on homes that are similar in age to your own.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: REFORMATTED HARD DRIVE.

Member Comments: OUTSTANDING IN ALL ASPECTS.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/3/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: KELLY KIRCH

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$193

Description of Work: ATTACHED WIRELESS COMPUTER CARD TO NEW DESKTOP & CLEANED UP THE OLD COMPUTER A LOT.

Member Comments: VERY THOROUGH & QUICK. THEY ARE VERY INFORMATIVE.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 2/2/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: DALE & MARGO LUTHER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1967

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: I HAD COMPUTER HARDWARE PROBLEMS. THE MONITOR DID NOT WORK, AND THE COMPUTER WOULD NOT POWER UP.

Member Comments: BRIAN WAS PUNCTUAL. HE EVEN CAME ON SATURDAY AND PICKED UP THE COMPUTER. HIS REPAIR WAS DONE QUICKLY AND AT A REASONABLE COST. HE EVEN MADE SOME ADDITIONAL IMPROVEMENTS THAT I DID NOT REQUEST. EXCELLENT SERVICE.

[Post a response to this report](#)

Overall	A
Price	C
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 1/27/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: DAVID FOWLER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$160

Home Build Year: 1960

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Format & reload windows.

Member Comments: RESPONDED IMMEDIATELY, EVEN OUT OF HIS RANGE. ON TIME, VERY PROFESSIONAL, LOWER PRICE, (OUT OF TOWN CALL). EXCELLENT WORK. WELL WORTH THE MONEY. WONDERFUL SERVICE.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 1/20/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: MELANIE SOKHEY

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$125

Home Build Year: 1992

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: PC RELOADED SERVICE OFF SITE. PICK UP AND DELIVERY INCLUDED. COMPUTER COMPLETELY CRASHED. THEY RECOVERED DATA, REFORMATTED, AND REINSTALLED PROGRAMS.

Member Comments: POLITE, KNOWLEDGEABLE, AND TOOK A LOT OF TIME WITH ME. THEY ARE VERY REASSURING.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	N/A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	B
Price	B

INDIANAPOLIS, IN 46256
(317) 710-3999

Quality	A
Responsiveness	A
Punctuality	B
Professionalism	A

Report Date: 1/16/2006

Category: COMPUTER REPAIR & SERVICES

Member Name: SILVIA ALBA

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$91

Home Build Year: 1925

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: He cleaned up unnecessary programs in my computer, connected my printer and my MP3 player to the laptop that I have. (Taught me how to do that.) Moved all sorts of documents from my desktop to my laptop. Re-formatted the hard drive and removed it for me. The cost would have been about \$130, but there were extenuating circumstances, so it dropped down to \$91.

Member Comments: WE HAD A MISUNDERSTANDING AS TO THE TIME THAT HE WAS SUPPOSED TO SHOW UP. HE SHOWED UP LATE, BUT HE GAVE A 15% DISCOUNT FOR SHOWING UP LATE. HE ALSO FORGOT TO BRING A USB PORT (VERY BASIC THING), SO HE HAD TO GO OUT, BUY ONE, AND COME BACK TO MY HOUSE. HIS NAME IS BRIAN KNAUER AND HE IS THE OWNER OF PC PRO TECHNOLOGIES. HE WAS POLITE, HE WAS PROFESSIONAL, AND EXCEPT FOR HAVING TO LEAVE TO GO GET SOMETHING THAT HE NEEDED TO DO THE JOB AND SHOWING UP LATE, HE DID A GOOD JOB. I THOUGHT THE PRICE WAS FAIR AND I APPRECIATED THE FACT THAT HE DID GIVE A 15% DISCOUNT ON TOP OF THE 15% DISCOUNT THAT HE GIVES ANGIE'S LIST MEMBERS FOR THE INCONVENIENCE OF HIM BEING LATE AND HAVING TO LEAVE AND COME BACK AGAIN.

Service Provider Response: LET ME FIRST ACKNOWLEDGE THAT I BELIEVE THIS REPORT IS FAIR AND HONEST. I WOULD JUST LIKE TO POINT OUT A FEW MORE DETAILS. YES, THERE WAS A MISUNDERSTANDING CONCERNING THE ARRIVAL TIME. OF COURSE FROM MY PERSPECTIVE, I WAS ON TIME, BUT I CERTAINLY UNDERSTAND MY CLIENT'S PERSPECTIVE AS WELL. I DID HAVE TO LEAVE THE RESIDENCE FOR 10-15 MINUTES TO PICK UP A USB CABLE, OF COURSE THIS WAS TAKEN INTO ACCOUNT ON THE FINAL INVOICE. AS NOTED, I ALSO GAVE A 30% DISCOUNT FOR THE ARRIVAL TIME MISUNDERSTANDING. IN ADDITION I WOULD ALSO LIKE TO NOTE THAT PC PRO TECHNOLOGIES TAKES PUNCTUALITY VERY SERIOUSLY AND WOULD NEVER KEEP A CLIENT WAITING DELIBERATELY. BRYAN KNAUER OWNER

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 1/8/2006

Category: COMPUTER REPAIR & SERVICES

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Name: DAN & RITA SINK**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$316.37**Home Build Year:** 1985

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Installed and encrypted wireless network. Cleaned up and optimized an older PC and resolved a CDRW issue. Implemented printer sharing. Brian listened carefully to my concerns and solved several problems I had with an older computer. He was proactive in identifying and correcting issues that were hindering the older PC's performance, making it a usable system again. He also provided reasonably priced parts to implement a wireless network for a new computer. In addition, he followed up with a phone call to make sure everything was working to my satisfaction. (It was.) I did have a few questions (regarding printer sharing) which he was able to guide me through and answer over the phone.

Member Comments: He was on time, clean-cut, very polite, and his price was very fair (15% off - Angie's List discount.) I am impressed with his expertise and customer service.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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(317) 710-3999

Report Date: 12/29/2005**Category:** COMPUTER REPAIR & SERVICES**Member Name:** FRED NIEHAUS**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$65**Description of Work:** Virus was removed from my computer.

Member Comments: Bryan the owner of PC Pro agreed to take on a job that was known to be difficult but at a reasonable rate. When the job was even more difficult and time consuming than expected, I was not charged any additional amount. Bryan was professional and courteous as well.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 12/28/2005

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A

Category: COMPUTER REPAIR & SERVICES

Professionalism	A
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Member Name: JILL POSUNIAK**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$135**Home Build Year:** 1998

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: Our computer would no longer render web pages in Internet Explorer (in spite of the fact that the computer was connected to the internet.) I strongly suspected virus infection, but neither our virus scan nor our adware/spyware/malware software was able to identify the source of the infection. We contacted PC Pro, left a message, and Bryan Knauer called back the same day. He came to the house the following day, and stated that the infection was sufficiently severe (i.e. had changed registry settings) that the computer hard drive would have to be re-formatted and the software re-installed. He took the computer from the house, performed the destructive re-format and re-install, and returned the computer to our house. The computer now functions.

Member Comments: Bryan was on-time, professional, and competent. He performed the work very quickly (over Christmas!) and returned a computer that was in working condition. I appreciate that in addition to taking steps necessary to remove the computer malware, he also cleaned the computer inside and out. He was also careful to save to disk the data (documents, digital photos) that the computer contained. His price for "in-home" service was also quite reasonable.

[Post a response to this report](#)**Company:** PC PRO TECHNOLOGIES

9801 FALL CREEK RD
 INDIANAPOLIS, IN 46256
 (317) 710-3999

Report Date: 12/21/2005**Category:** COMPUTER REPAIR & SERVICES**Member Name:** HOWARD R MEEKER JR**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 1960

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: RESOLVED PRINTER ISSUE. RAN DISK CLEAN UP. INSTRUCTION ON DIGITAL CAMERA AND SCANNER. INSTALLED ADOBE 5.0 AND REMOVED SPYWARE.

Member Comments: WAS VERY PROMPT AND RESPONSIVE. FRIENDLY AND COURTEOUS.

[Post a response to this report](#)

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 11/7/2005

Category: COMPUTER REPAIR & SERVICES

Member Name: KIM RICHESON

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$97.5

Description of Work: COMPUTER RUNNING SLOW, AND UNABLE TO RECEIVE OR SEND EMAIL.

Member Comments: EXCELLENT COMPUTER KNOWLEDGE. IDENTIFIED PROBLEM AND RESOLVED IT. VERY PROFESSIONAL, ACCOMMODATING, AND POLITE. CALLED TO LET ME KNOW HE WAS RUNNING LATE AND WHEN HE WOULD BE HERE. EVEN CALLED TO FOLLOW UP TO SEE IF EVERYTHING WAS WORKING A FEW DAYS AFTER THE WORK.

[Post a response to this report](#)

Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
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Report Date: 10/27/2005

Category: COMPUTER REPAIR & SERVICES

Member Name: MEL GUTTER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Description of Work: PC RELOAD INSTALL WINDOWS XP HOME, INSTALL AOL & NEW VIDEO CARD.

Member Comments: ON TIME. REASONABLY PRICED. VERY NICE YOUNG MAN DID MANY EXTRA THINGS THAT HE DID NOT CHARGE FOR.

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Company: PC PRO TECHNOLOGIES
9801 FALL CREEK RD
INDIANAPOLIS, IN 46256
(317) 710-3999

Report Date: 10/17/2005

Category: COMPUTER REPAIR & SERVICES

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A

Member Name: MARIA WHITE

Professionalism	A
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Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$0**Home Build Year:** 1995

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: REPAIRED SOUND ON COMPUTER. SUGGESTED I NEEDED NEW HARD DRIVE, HE INSTALLED NEW HARD DRIVE, WINDOWS XP, BACKED UP FILES, CLEANED COMPONENTS, DELIVERED & SET UP.

Member Comments: BRIAN WAS VERY KNOWLEDGEABLE, PROFESSIONAL, PUNCTUAL, PERSONABLE & THOROUGH.

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Company: PC PRO TECHNOLOGIES
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Report Date: 9/23/2005**Category:** COMPUTER REPAIR & SERVICES**Member Name:** JERALD FRIEDERICK**Was Work Done?:** YES

* More weight is given to a report where work has been completed.

Hire Again?: YES**Approx. Cost:** \$97**Home Build Year:** 1967

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: SCAN DISK AND RESOLVE ERROR ON HARD DRIVE. DEFRAGMENT DRIVE C AND CLEAN UP DRIVE C. LOADED CMOS SETUP DEFAULTS.

Member Comments: BRYAN KNAUER WAS VERY POLITE, A LITTLE LATE, BUT HE CALLED. I THINK HE DID A WONDERFUL JOB.

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Company: PC PRO TECHNOLOGIES
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Report Date: 8/29/2005**Category:** COMPUTER REPAIR & SERVICES**Member Name:** EUGENE & BARBARA BUSCHE**Was Work Done?:** YES

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	B
Professionalism	B

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Home Build Year: 1984

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: FORMATTED & RELOADED COMPUTER, INSTALLED SP2, WINDOWS UPDATE, AOL 9.0 OPTIMIZER, & ANTI-VIRUS.

Member Comments: EXCELLENT SERVICE, KNOWLEDGEABLE, TIMELY, COURTEOUS.

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Company: PC PRO TECHNOLOGIES
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Report Date: 8/23/2005

Category: COMPUTER REPAIR & SERVICES

Member Name: D P WRIGHT

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$265

Home Build Year: 1976

*This date helps you locate companies that work on homes that are similar in age to your own.

Description of Work: WE OWN TWO NETWORKED HOME COMPUTERS. BRYAN DID AN AMAZING JOB OF REPAIRING BOTH COMPUTERS AND OUR PRINTER.

Member Comments: THE SERVICE WAS TIMELY, COURTEOUS, AND VERY FAIRLY PRICED! THIS WAS OUR BEST EXPERIENCE EVER REGARDING COMPUTER SERVICE AND REPAIR.

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Company: PC PRO TECHNOLOGIES
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Report Date: 7/14/2005

Category: COMPUTER REPAIR & SERVICES

Member Name: BOB MEYER

Was Work Done?: YES

* More weight is given to a report where work has been completed.

Hire Again?: YES

Approx. Cost: \$0

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description of Work: RESOLVED PROBLEMS CONCERNING MY CABLE INTERNET CONNECTIONS WITH MY BROADBAND PROVIDER. ALSO USED OPPORTUNITY TO "TUNE UP" MY PC.

Member Comments: POLITE, KNOWLEDGEABLE, PROMPT. WOULD USE AGAIN.

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