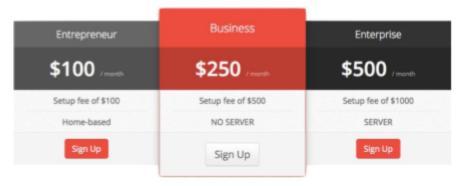| Entrepreneur	Business	Enterprise
$100 /month	**$250** /month	**$500** /month
Setup fee of $100	Setup fee of $500	Setup fee of $1000
Home-based	NO SERVER	SERVER
Sign Up	Sign Up	Sign Up

Neighborhood Nerds
1202 Kenesaw Ave
Knoxville, TN 37919
865.622.2422
help@nnerd.com

We're VERY different

You may have noticed our mascot, Gizmo, is a platypus. That's because we're not like any other animals out there in the wild. We're a little of this and a little of that. We're not a security company but we work with security cameras, monitoring services, and make recommendations to our members all the time. We're not a website development company but we routinely setup websites and manage resources building website for our members. We're not a social media company but we routinely brainstorm on branding with our members and manage resources to make sure they get the results they desire. We're not a networking company yet we oversee the installation of very complex systems all the time. We're more of your part-time CTO. We come alongside you in all your technology decisions and take those things off your plate and let you focus on your job.

Why Neighborhood Nerds?

Our founders discovered a need in the market while helping friends and family with their technical needs. The common complaint they heard about traditional technical support was, "it's too expensive to maintain the technology I've come to depend on to get stuff done". "I don't know who to call". "How can I trust someone I just met with my kid's photos, financial information, and my usernames and passwords?". "The last guy blew through, changed a bunch of stuff, and when he was gone stuff that was working didn't work!". "The other guy just formatted my machine and I lost everything!" "Everyone I spoke to asked the same questions, I had to repeat myself 5 times and still didn't get it fixed!". "He said my CPU was running a little hot, I'd do better with an SSD and some more Rams, and my DHCP wasn't working just right...I have no idea what he's talking about!" "He got mad at me because I wasn't using the computer the right way". "I feel like Comcast, AT&T, Sprint, etc. don't care and I can't get them to just fix my stuff!"

The Nerds take on your problems as their own. Nerds are patient, Nerds are kind. Nerds do not envy, Nerds do not boast, Nerds are not proud. Nerds do not dishonor others, Nerds are not self-seeking, Nerds are not easily angered, Nerds keeps no record of wrongs. Nerds do not delight in evil but rejoice in the truth. Nerds always protect, always trust, always hope, always persevere.

We've worked with too many of the 300+ local IT companies who do it the old way. We can't be one of them. We won't be one of them. We are changing the way you get the support you deserve. We're not Technical Support, We're PEOPLE Support! We look forward to serving you now and for years to come!

Why Membership?

We use a membership model because it's better for our members. Our model allows us to invest time to get to know you, your business, your processes, your goals, your needs and your wants. It allows us to invest resources in research, documentation,

planning, vendor vetting, training, and more. It allows us to keep costs as low as possible while bringing you the best solutions for your specific needs. We have over 350 members and have committed our focused efforts to them. If we walk into an unknown situation for a one-time service, it takes away from all of our members. Also, our Nerds are specifically hired to work our system not "shoot from the hip". We're very methodical and intentional with our members and their needs.

Benefits of Membership

Your one-stop shop for any and all needs. Your Nerds are here for any and all requests and they require very little input or direction from you which reduces your anxiety, frustration, and delays. We know you and your stuff which makes it much easier for us to take tasks off your hands. Also, your Nerds are proactive, looking for opportunities to save you money, time, effort.

1. Our initial audit gets all of your technology documented and labeled!
2. You get your own login to our Password Manager (SimpleSafe)!
3. Member Manual entries created for all your stuff and services!
4. We are your advocate when dealing with service providers
5. Nerds are not just your safety net or fixer of broken things…
   a. Nerds research solutions for you
   b. Nerds make recommendations for you
   c. Nerds stand in line for you
   d. Nerds purchase and setup for you
   e. Nerds make sure you don't get into trouble
   f. Nerds are here to serve you
   g. One-to-One sessions in the Nerd Store
6. Member discounts on AntiVirus, Online Backup, Remote Access!
7. In-store Beer, Wine, Bourbon, Coffee, Cigars!
8. **Unlimited in-store and remote support!**
9. Flat-fee Nerd Visits…No Hourly Rate!

The BIG Reveal!

What's this thing REALLY going to cost me?

- Setup Fee (**$100-$1000**) - Nerds on-site for your initial audit. We build an itemized list of ALL of your technology. We collect make, model, serial, contact information, service providers, account numbers. We collect all user credentials (usernames and passwords). We take photos of EVERYTHING…including you! We label EVERYTHING! We create a folder for you on Google Drive to house your Member Profile, Member Manual entries, notes, photos, etc. We create an account for you on our password management system to securely store your credentials. We create an account for you and your computers on our remote access platform. If missing we install antivirus and online backup solutions (*extra cost of approximately $50/machine/year*).
- Nerd Visits - **$100** per visit (*no hourly just a flat fee!*) - The average for our members is one (1) visit per month. Travel is **$50** per hour.
- Average Business Member NNI
  - Setup ($500) + 12 ($250) + NV ($1800) + AV & Backup ($250) = **$5,550.00**
- *Other costs for 3rd party services would be recommended*
- *We also actively seek ways to reduce other costs to offset our fees*