



Welcome to Neighborhood Nerds!

History of Neighborhood Nerds

Neighborhood Nerds, Inc. was formed in 2012 by Leo Knight and Mark Armstrong. Leo had been running a similar concept as Taking IT Home. Neighborhood Nerds has a simple goal of providing care to our Members. We believe customer service and customer care have all but disappeared in the world and we're on a mission to correct that oversight. We will, at the very least, resolve it for our Members.

Neighborhood Nerds

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

The goal is to have thousands of Neighborhood Nerds Member Centers all across the globe. Our Members should be able to use Member Centers as they travel, work, and play.

Who are our Members?

Our Members are very special people who have made a conscience decision to pay us and other service providers to handle certain aspects of their lives so they can focus on what's important to them. They are doctors, lawyers, engineers, artists, teachers, entrepreneurs, and just about every other profession. They are young, old, working, retired, single, married, gay, straight, men, women, and every other category you might find on a census form. The one thing they all have in common is they want a Nerd in their life caring for them.

Membership Plans

Members pay monthly membership dues to have access to the Member Center and all the Nerds. This is unlike anything that's ever existed. You now have one number to call for any care you require. We're here to save you time and provide peace of mind.

Residential Plan

Our residential plan is **\$65/month**. You can pay annually and get 12 months for the price of 11. Your Membership covers any service provided in the Member Center. Membership includes phone support, remote support, advocacy services, one-to-ones, and more. You pay \$50 for any Nerd Visit¹ to your home or wherever you happen to be. There is no hourly rate. You pay \$50 flat for your Nerds to fix anything thing that was working and stopped. If we do projects for you, you will receive an estimate of costs before we do any work. If we order anything for you, we will markup the costs slightly to cover processing, handling, finance charges, etc. Again, you will know every detail before you incur any

¹ Nerd Visits are to correct issues with anything that was working and now isn't. The fee covers return visits if we are not able to correct the issue. We will not charge you multiple times for the same issue. We will fix it or eliminate it with a new solution.

costs. If you're in the Neighborhood (2 mile radius), we offer free pickup and delivery for Members.

Business Plan

Our business plan is **\$250/mo²**. You can pay annually and get 12 months for the price of 11! Your Membership covers any service provided in the Member Center. Including phone support, remote support, advocacy services, one-to-ones, and more. You pay \$100 for any Nerd Visit to your business or wherever you happen to be. There is no hourly rate. You pay \$100 flat for your Nerds to fix anything thing that was working and stopped. If we do projects for you, you will receive an estimate of costs before we do any work. If we order anything for you, we will markup the costs slightly to cover processing, handling, finance charges, etc. Again, you will know every detail before you incur any costs. If you're in the Neighborhood (2 mile radius), we offer free pickup and delivery for Members. If you're outside the Neighborhood, we offer \$50 pickup and delivery for Members. We charge \$50/hour to visit a Business Member if they are more than 2 miles from a Member Center.

Purchasing

We spend a lot of time researching solutions for Members. We select the best software, hardware, services, etc. We submit our plans as Nerd Recommendations and review them in detail prior to spending any money on behalf of the Member. After the Review and Acceptance by the Member, we move forward with making purchases. If we purchase using our capital, we markup³ the purchase to cover our costs. We are not attempting to make money in this endeavour, we just want to recoup our costs. When you signed up you agreed to a few terms and conditions and they can always be found on our website in the legal⁴ section.

Benefits of Membership

There are so many benefits of Membership, it's difficult for us to list them all. Here are few big benefits of Membership for all Members, business and residential. There are many, many more.

- A single point of contact for all needs...known and unknown
 - As a Member, you don't have to spend time deciding who to call when you need help. You don't have to explain yourself multiple times to multiple resources. No need to read reviews and decide who your trust. No need to pay multiple vendors to get a project done. You don't have to be project manager, quality control, etc. We take it off your plate.
- Access to Member Center
 - As a Member, you have access to the Member Center for coffee, wine, bourbon, cigars, internet, etc. Also, as a Member, you have access to a great conference room/training area⁵ for your own use. Make phone calls, host video conferences, participate in video meetings, etc.

² \$250/mo is the base price for Business Members. We add the same fee for each additional location and also add a per employee fee of \$35/mo for employees 6+. So 2 locations with 10 employees would be \$500/mo + \$175/mo = \$675/mo

³ Markup for all purchases are as follows - 25% for items with a cost of \$0-\$100, 15% for items with a cost of \$100-\$250, and 10% for items with a cost over \$250.

⁴ Neighborhood Nerds legal information can be found on the website at <https://neighborhoodnerds.com/legal/>

⁵ Members can rent the conference room for \$50/hr, \$250/day, \$1000/week.

- Shared resources
 - As a Member, you have access to software and services at a discounted price. For example we offer LogMeIn access for Members to use with their own computers for \$50/year/user for unlimited computers. This is a \$1540 value. All Members get access to our shared Credentials Manager allowing them to store their Usernames and Passwords safely and securely. Members share in cost savings we pass on for website hosting, bookkeeping, social media, etc.

How to get help

1. Visit your Member Center - 1202 Kenesaw Ave, Knoxville, TN 37919
2. Phone - 865-622-2422
3. Email - help@nnerd.com
4. Website - <http://NeighborhoodNerds.com>
5. Facebook - <https://www.facebook.com/NeighborNerd/>
6. Hours of Operations: Monday - Saturday 9:00 a.m. - 6:00 p.m.

Who are your Nerds

The Neighborhood Nerds Member Center is full of Nerds all doing different tasks. We have Admin Nerds to answer the phone, fix coffee, and maintain the Member Center. We also have Engage Nerds. Their job is to tell the world and our Members how to get the most out of Neighborhood Nerds Membership. You will see Engage Nerds in the Member Center and out at events. The Engage Nerds have a few jobs. Their main function is to answer questions for prospective Members and help them make the decision to join the Neighborhood Nerds family. The Engage Nerds also lead the TechTalks. You may also see some of our Engage Nerds when we're gathering information for designing your Plan. Most of your one-to-one engagement will be with Support Nerds. The Support Nerds are the delivery vehicles for Nerd love and care. They will help you over the phone, remote into your computer for support, work on your stuff in the Member Center, visit your house or business to get something working that has stopped.

All of our Nerds are very special and unique. They truly believe in Service above Self and live that philosophy at all times. Our hiring process is rigorous and looks for many traits of a platypus. They are empathetic to our Member's needs, wants, desires. Your Nerds are always on your side and are tenacious about providing you solutions. Your Nerds are incredible advocates for you when dealing with others. They will defend you even if it costs us the relationship with the Vendor or costs us money. We are on your side 100% of the time!

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 keep no record of wrongs. Nerds do not delight in evil but rejoice in the truth. Nerds always protect, always trust, always hope, always persevere.

Why Neighborhood Nerds is different

1. Technology product companies are always marketing, advertising, and selling their products to consumers. They don't invest time to get to know you, your goals, your dreams. They have something to sell and will attempt to convince you it's a good fit.
2. Technical Support companies make money when your stuff doesn't work. They have a model of "Break Fix" and are always worried about "Billable Hours". They are not aligned with you and your best interests.
3. Neighborhood Nerds cares about you, your goals, your dreams. We get to know you first and then make recommendations that best fit your needs, wants, desires. We use a Membership model because we believe it takes time to get to know you, technology is always changing, and we're not just here for your problems. There are many benefits to Membership.

How do we do it?

We believe there are many talented technical support people in the world and no shortage of technical devices, services, software to do what you want to do. We believe the issue is there isn't anyone on your side as your advocate, advisor, counselor, protector, concierge. We believe for this to work, we must get to know you, your goals, your dreams, your desires, your concerns, your limitations, and your budget so we can design a custom plan to serve you.



All of our Nerds and Teams work in perfect harmony to serve our Member's needs and wants. They do this by following a simple system we've developed for the *Nerd Lifecycle of Service*. We have 6 simple steps that we repeat from day 1 to day 43,800 with every Member.

1. **Discover** opportunities to serve. We must discover since our Members don't always know how to ask for what they need. They "don't know

what they don't know". So, how do you discover? You explore. You ask questions. You get involved. You engage. You document.

2. **Plan** the solutions for the needs we discover. Nerds work together to research software, hardware, services, etc. that will exceed the Member's needs! Nerds not only get costs together for the solution, they estimate the impact of time, labor, aggravation, etc.
3. **Review** the solution with other Nerds and the Member. Review for expectations, budget, schedule, and more. We never want to surprise our Members with costs, schedule changes, etc. We need to be on the same page with the Member at all times.
4. **Implement** the solution and exceed the Member's expectations! This is the step where we install, setup, configure, adjust, test, and ensure happiness!
5. **Educate** the Nerds, Member, Company, and even the Public on this incredible solution we just provided. We want to make sure both Nerds and the Member understand everything about the new solution we just put into service. This is so everyone can help support the Member perfectly.
6. **Maintain** the new solution we just implemented. We need manuals, documents, guides, etc. to help us maintain this new solution for the Member. Any Nerd should be able to quickly find the information needed and support the Member at any time.

This cycle continues for as long as you're a Member. We constantly gather information, help you make plans, review, implement, educate, and support you in all you do. Think about having someone you can call for any question, concern, or need. Your Nerds are your first line of defense for everything. If we can't do it, we'll find you a resource who can and also manage them so you don't have to worry about it.

Member Request Examples

Our requests come in all shapes and sizes. Some are discovered by our Engage Team. Some are articulated by a Member without any guidance. Some are created on behalf of the Member as we consider their needs.

Residential Examples

- "My dog is lost, can you help?"
- "My daughter lost her phone, can you please find it?"
- "Fax this contract for me"
- "I need an uber or lyft but am uncomfortable doing it myself, can you help?"
- "My computer's running slow...please make it faster"
- "Program my universal remote"
- "Please upgrade my mac to macOS Sierra"
- "Research the best Internet/Cable TV/Phone package and send me a report"
- "Call Comcast and get my bill corrected"
- "Fix my email...it says I can't connect"
- "Help me print my tickets to Sunday's event"
- "Move my contacts from Google to iCloud"
- "Teach me how to do a mail merge for address labels"

- “Please buy a new voice recorder, create some quick instructions, and drop at my house”

Business Examples

- Design our Employee Onboarding
- Build an E-Training solution for our Employees and Vendors
- Find a Video Conference System
- Review our Service Contracts
- Recommend a better phone service
- Find a Social Media Expert to help us
- Make 36” x 48” prints of this file
- Convert PDF to DOC
- Find an e-signature solution
- Build a website and teach us how to maintain it
- Improve our WiFi connectivity
- Recommend indoor digital signage
- Find an Allen-Bradley PLC programmer
- Manage development of our App
- Research better payroll system
- Find an Admin Assistant
- Move our office to new location
- Setup ERM solution

Nerd Terms

Giz·mo

¹Gizmō/

noun

formal

1. The ultimate Neighborhood Nerd! A true platypus. The most interesting animal in the world!
2. Neighborhood Nerds, Inc. official Mascot

plat·y·pus

¹pladəpəs/

noun

noun: **platypus**; plural noun: **platypuses**

1. a semi aquatic egg-laying mammal that frequents lakes and streams in eastern Australia. It has a sensitive pliable bill shaped like that of a duck, webbed feet with venomous spurs, and dense fur.
2. a jack of all trades and master of most. a true renaissance animal. the most interesting animal alive.
3. Gizmo is our very own platypus. We often refer to our exceptional Nerds as platypuses.

Mem·ber

¹membər/

noun

noun: **member**; plural noun: **members**

1. a very special person cared for by Nerds.
2. those who choose to pay monthly dues to have access to a herd of Nerds

Mem·ber Cen·ter

¹membər sen(t)ər/

noun

noun: **member center**; plural noun: **member centers**

1. A retail storefront established and maintained for the use of Neighborhood Nerds Members
2. A mix of apple store, coffee shop, neighborhood bar with a herd of Nerds to care for Members

Nerd

nərd/

noun

formal

noun: **Nerd**; plural noun: **Nerds**

1. highly empathetic multifaceted individual with a strong desire to serve others.
2. the most exceptional are often referred to as platypuses
3. a very unique individual possessing the traits, skills, attitude, desires, and abilities to do anything yet they chose a life of service

