



A+ Authorized Service Center Microsoft Certified Solution Provider

What is A+ Certification?

A+ Certification is a testing program sponsored by the Computing Technology Industry Association (CompTIA) that certifies the competency of technicians in the computer industry. The program is backed by major computer hardware and software vendors, including IBM and Microsoft, as well as the leading industry service organization, the Association of Field Service Management, Inc. To become certified, you must pass a hardware and software module. **The tests cover configuring, installing, diagnosing, repairing, upgrading, and maintaining computers and associated technologies.** In recognition for the commitment DCRS has made to customer service and the A+ program, CompTIA has issued the designation of “A+ Authorized Service Center” to DCRS for having our staff A+ Certified. DCRS also has multiple individuals with Network+ Certifications, making them skilled in computer networks.

What is a Microsoft Certified Solution Provider?

Microsoft’s MCSP program was established to recognize companies that make a commitment to have a more knowledgeable staff. DCRS has continued that commitment annually since 2000. Certification requires intense training, study, and testing of multiple employees, to insure competency, and must include a core competency (ours is Network infrastructure). At least two employees must be Microsoft Certified Professionals (MCP).

Why is Certification important?

Earning A+, Network+, or Microsoft Certifications mean that you possess the knowledge, skills, and customer relation skills essential for a successful computer technician, as defined by experts from companies across the industry. When a technician has the credential, customer expectations are more likely met, increasing customer satisfaction.

Wouldn’t you prefer to do business with...

- **A+ Authorized Service Center?**
- **Network+ Certified company?**
- **Microsoft Certified Solution Provider?**