



What is A+ Certification?

A+ Certification is a testing program sponsored by the Computing Technology Industry Association (CompTIA) to certify the competency of technicians. The program is backed by major hardware and software vendors, including IBM, HP and Microsoft, and the leading industry service organization, the Association of Field Service Management, Inc. **To become certified, you must pass tests that cover configuring, installing, diagnosing, repairing, upgrading, and maintaining computers and associated technologies.** CompTIA has awarded DCRS the designation of “**A+ Authorized Service Center**” every year since 1998, for having our staff A+ Certified and a Customer Satisfaction Program in place, and also have multiple individuals with CompTIA’s **Network+ Certification** (for computer network skills).

What is a Microsoft Certified Solution Provider?

Microsoft’s Certification program recognizes companies with a certified staff and competencies, as well as satisfied customers. DCRS has maintained MCSP status since 2000. Certification requires testing of multiple employees to insure competency, Microsoft contacting customers to insure satisfaction, and a number of employees must be **Microsoft Certified Professionals** (in Operating System skills).

Why are Certifications important?

A+, Network+, Microsoft, SonicWall, MICROS, IBM, and HP Certifications means that DCRS possesses the knowledge and customer relation skills essential for successful technical support, as defined by experts from companies across the industry. **Certified Technicians are more likely to meet your expectation and increase your satisfaction.**

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

- MICROS Certified Service?
- A+ Authorized Service Center?
- Network+ Certified Staff?
- Microsoft Certified Solution Provider?
- Certified SonicWall Security Administrator?