

**Over the years, I have had clients from many walks of life. In recent years they have tended to fall into one of these groups:**



- Home users (with anything from “absolutely zero” to “extensive” experience of IT in a work situation)
- Individual professionals working from home or from a small office
- Small organisations

**What they tend to have in common is:**

- Need for a well-functioning IT system
- Little or no IT help “on hand”
- Neither the budget nor the need for retained IT support

As far as my clients’ IT experience is concerned, it varies from “nothing, nix, nada ” to “decades of experience”.

Sometimes, new clients apologise for their lack of knowledge of IT. There’s absolutely no need. After all, if they didn’t have a lack of knowledge they wouldn’t need me in the first place! We don’t apologise to the plumber for not being able to change a tap washer. For some reason, there are things that we feel we “ought” to know – and IT seems to be one of those things. Maybe it’s just because we see children use the technology with no fear that we think we ought to be able to do likewise – even though we haven’t been exposed to it from an early age in the same way that they have. Besides, if you look over a child’s shoulder, they are probably playing Candy Crush, rather than trying to find last year’s household budget spreadsheet.

I often hear the phrase “computer guru” bandied about and I cringe if it’s used about me. I am not a computer guru. I am sure that such people exist, but I’m most certainly not one of

them. I am just someone who has, hopefully, acquired enough practical experience of computing over the last thirty years that I can help you with your IT issues. I hope that I do this without either confounding you with jargon or patronising you.

I don't claim knowledge of everyone's particular situation, but my clients have come from a wide range of backgrounds. These include one or more clients in each of the following professions and work areas:

- Actor
- Addiction Treatment Centre
- Agony Aunt
- Airports Consultant
- Antiques Dealer
- Architect
- Artist
- B & B Proprietor
- Balloon & Novelty Manufacturer
- Bookkeeper
- Builder
- Bus & Coach Hire
- Care Home Administrator
- Charity Administrator
- Close Protection Operative
- Coffee Shop Proprietor
- Commercial Printer
- Company Director
- Conference Organiser
- Consultant Gynaecologist
- Counsellor
- Dance Teacher
- Dentist
- Economist
- Estate Agent
- Events Organiser
- Film Distributor
- Financial Adviser
- Fund Manager
- GP
- Historian
- Home Maker / Parent
- Homeopath
- Housing Association
- Human Resources Consultant
- Hypnotherapist
- Import Agency

- Industrial Printer
- Jewellery Manufacturer
- Jewellery Retailer
- Journalist
- Laboratory Technician
- Lawyer
- Lecturer / Academic
- Life Coach
- Marketing
- Musician
- Nurse
- Osteopath
- PR Consultant
- Physiotherapist
- Plumber
- Private GP
- Project Manager
- Property Management
- Psychologist
- Psychotherapist
- Publisher
- Radio Producer
- Recruitment Agency
- Retailer
- Roofing Contractor
- Singer
- Student
- Surgeon
- Taxi Driver
- Translator