

Business

Donald 674-5271, ext. 242, fax: 674-6834, e-mail: editorial@thesudburystar.com

STAR

SATURDAY, DECEMBER 16, 2006

SECTION D

WATCH

ing numbers

S&P/TSX



12,866.27
-155.50

DOW



12,445.52
+28.76

CRUDE OIL



63.43
+0.92

GOLD



615.00
-11.60

ocks

Net	High	Low
-0.82	52.50	51.55
-0.65	63.88	63.06
+0.38	9.77	9.29
-0.23	18.60	17.93
+0.15	85.78	85.65
-0.05	47.79	47.50
+0.21	26.79	26.11
-2.63	51.65	49.01
+0.02	1.47	1.37

ses

\$63

pply
erns

AP) — Crude
mbed above
Friday, cap-
that reignited
pply concerns
U.S. oil inven-
and OPEC's
ut output in

oil invento-
undant, but
aders see any
e in supplies
bid up prices
against the
esilient con-

crude for Janu-
the New York
change rose 92
at \$63.43 a
A day earlier,
\$1.14 after
ouncement.
three days, the
risen nearly

cuts by OPEC,
concerns of
wide invento-
icipated non-
7 growth in
as a warning
s major con-
ies.

Minister Ali
price of crude
in the deci-

re working
rebalance the
his decision
aid.

about two per
ek. Some ana-
big post-OPEC
is surge could
is that brings
above \$70 a

crude briefly
a barrel, but
ply. The con-
een trading



JOHN LAPPA/THE SUDBURY STAR

Tim Bouley is owner/operator of Sudbury Computer Solutions.

Ready to teach

Sudbury Computer Solutions sets up in-the-lab and training classes

BY HAROLD CARMICHAEL
The Sudbury Star

A man who is well known to the northeastern Ontario business community for his troubleshooting skills and wizardry with problem computers is heading back to the classroom.

Well, Tim Bouley's own classroom, that is: a 15-computer training lab and three personal training computer booths that were recently set up at Bouley's business — Sudbury Computer Solutions Computer Training and Service Centre at 273 Elm St.

Having taught a variety of computer courses over the past decade for Productivity Point International and numerous learning institutions in Greater Sudbury and North Bay, Bouley, 42, decided it was time to get into the teaching field for himself.

"It's for everybody: whether you want a course in computer operation or learn (Windows) Excel 2003," he said. "We offer the traditional in-the-lab classes. We also have interactive training: courses on computer that go eight hours ... It doesn't matter if you want to learn how to run your own web service or you need to learn how to deal with problems, design your own website or become a web designer. We teach it all."

A native of Kirkland Lake, Bouley was working on a master's degree in criminology at Nipissing University back in 1993 when he "started tinkering with computers." Bitten by the computer bug, Bouley switched

his educational focus to computers at Canadore College.

"I was on my way to a Master's in criminology and decided computers was where it's at," he said.

After graduating from Canadore in 1998, Bouley joined GEAC Computers as a field engineer. His job was to repair and service computers primarily through national contract service packages — known in the business as third-party technical support services.

In 2000, Bouley left GEAC and continued with a business of his own, Canadian Web Designs, which he had launched in 1995. Demand prompted him to set up a second company — MyPCTech — to provide corporate computer servicing and repair.

Bouley moved the two businesses to the Nickel Capital in 2003. This summer, the two companies were merged and were renamed Sudbury Computer Solutions.

In addition to corporate computer servicing (the business does not deal with the public for servicing), Sudbury Computer Services also provided corporate computer and website development training, computer sales and leasing (refurbished, end-of-line system Dell computers are involved) and website development.

The reason computer repair services were never offered to the general public was because the business was just too busy handling corporate computer needs, said Bouley. Bouley, for example, has looked after the computer system used by the North

Defence Command and American Aerospace (NORAD), as well as Corrections Canada's computers.

Bouley said he decided to move to Greater Sudbury because that was where most of his work was.

"I was sometimes coming here twice a day for my national accounts," he said. "I used to have about three employees. It didn't work out. Now, it's a family run business: myself, my wife, Suzanne, and my mother-in-law."

Bouley doesn't want to expand the servicing aspect of the business because he feels it would become too unman-

ageable.

"I have always turned it down and down," he said. "You go big, you have to lose something. It's the process." All those years of field experience and teaching courses as well, said Bouley, mean that it's a great mix of knowledge and hands-on work he brings to the classroom.

"I think I have something new to offer people," he said. "It's been a continual upgrade process. I'm out there working on this equipment, day in, day out. When I go into the classroom, I have all this knowledge fresh from the field. A traditional instructor doesn't have that."

Bouley said he lives and breathes computers.

"Computers are my passion," he said. "The whole world of information technology. I love the learning process. When something

new comes out for such as an upgrade for a specific product, I become like a child opening up a present at Christmas."

Bouley said that as a one-man repair/trouble-shooter operation, the key to getting to all his clients is good scheduling.

"The key is not how many hours you have in a day, but how well you can juggle — schedule, reschedule," he said. "If I am scheduled and I have four calls. 'You have a server down. The other guy has a monitor down. You get moved up.'"

What was Bouley's toughest computer repair job over his decade of work in the field?

"From the first day, I had to repair equipment and replace things," he said. "When I was with GEAC, there were three of us in the IT department. I was asked if I knew how to replace a hard drive on a laptop. He smiled and said 'you do now.' I was on my own. I took it all apart, part after part, did the repair and put it all back together without any complications."

"It took six to eight hours. Now, I can rebuild a computer laptop from top to bottom, strip it down in 45 minutes."

Bouley considers himself a forward-thinking trouble-shooter, not a repairman.

"It all depends on how you look at a situation," he said. "Say your monitor is not working. Look at the big picture. Hit the power button. Check the power cord ... You have to be a good listener. That is where everything starts."

Sudbury Computer Solutions' territory stretches from Manitoulin Island on the west to North Bay on the east, and Kirkland Lake on the north to Huntsville on the south.

THE SOLUTIONS MAN

► Tim Bouley has been working in the computer field for more than a decade.

► In 1998, right after graduating from Canadore College, he became a field engineer or computer troubleshooter/fixer with GEAC in North Bay.

► Bouley continued to operate his own web design company — Canadian Web Designs — which he set up in 1995 in North Bay.

► In 1998, Bouley began teaching computer software, hardware, and web-design courses for Productivity Point International and also instructed its A+ Certification Preparation program.

► In 2000, Bouley left GEAC to run Canadian Web Designs full-time. Due to demand, he set up a second company — MyPCTech — to offer corporate computer servicing and repair

known in the business as third-party technical support services.

► In 2003, Bouley relocated Canadian Web Designs and MyPCTech to Greater Sudbury.

► In the summer of 2006, the two businesses were merged and a new name was created: Sudbury Computer Solutions Computer Training & Service Centre.

► This fall, a new computer training facility was opened at the company's offices at 273 Elm St.

► Sudbury Computer Solutions' past and present clients include Canadian Blood Services, Canada Post, the Department of National Defence, Unions Gas, Lexmark, Winners and Zellers.

► Sudbury Computer Solutions' website is located at www.sudburycomputersolutions.com.