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**The Digiticians® Reach 1500 Systems Serviced in First Year of Operation**

May 20, 2002, Woburn, MA – The Digiticians®, a leading provider of on-demand and managed IT services for small businesses and home office professionals, today announced it reached 1500 systems serviced in its first year of operation.

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Founded in December 2000 and launched in March 2001, The Digiticians® expert technicians services over 1500 computer systems throughout southern New Hampshire, eastern Massachusetts, Rhode Island, Connecticut and soon southern Maine region in just its first year of operation.

“With the penetration of multiple digital devices plus Internet connectivity over the past few years, we knew we were offering a solution that met a large and growing market demand.” says Ken Smith, Founder and CEO of The Digiticians®. “Previously, only large companies or people living in wealth communities could afford personalized, on-site technical support services. That leaves the ten person real estate office or one person home office with few alternatives. And where they are so reliant on computers and the Internet to compete globally or just survive locally, access to quality, cost-effective, time-efficient IT services is critical to business success.”

“I am very proud of our fulfillment team and gratified they have received so much positive customer feedback.” Says Anne Marie Biernacki, Founder & Chief Technology Officer. Sample customer feedback from the first year of operation:

- “I love this service. I’d recommend it to anyone.”
- “We appreciate how supportive you and your team has been...and we could not be more pleased with the results.”
- “I was amazed when I consider problems I had encountered in the past with ‘manufacturer’ tech support.”
- “Very helpful on the phone. Clear explanations, good recommendations on what to do, up front about extent of problem. This is a particularly helpful service as taking computer into shop usually means several days of down time.”
- “Excellent service. Much needed resource for home users!”
- “Great Service. Nice Tech.”

**About The Digiticians®**

The Digiticians® is the leading provider of on-demand and managed IT services to small business and home office professionals nation-wide. The company combines enterprise-class technology

and best practices with a cost-effective, innovative deliver model that dramatically reduces the time and cost of information technology support. The company's proprietary solutions include PCCare® automated computer maintenance, DataSecure automated data back up, and eSupport on-demand computer support. On-site IT services are also available through partnerships that cover over 200 domestic markets.

Founded in 2000 by a team of successful high technology entrepreneurs, The Digitician®s is a privately held company based in Waltham, Massachusetts. For more information on the company please contact us Ken Smith, Founder & CEO, or email [info@digiticians.com](mailto:info@digiticians.com).

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