

**If you can answer “YES” to any of the following questions, please call for a complimentary telephone consultation:**

- Do you need help sorting through the overwhelming array of options to find the best computer?
- Are you ready to expand your computer abilities, but not sure what will be compatible with your existing system?
- Is it difficult for your employees to share information and peripherals?
- Do you need off-the-shelf software to be customized for your specific applications?

*“The Greatest task before civilization at present is to make machines what they ought to be—the slaves, instead of the masters on men [and women!]”*  
—Havelock Ellis (1922)

Suzanne Agosta, Founder and Principal of MacKnowlogy, Plus, has enjoyed a love of technology since exposure to its wonders, over sixteen years ago. Her soft and personable approach to cutting edge technology, combined with her patient teaching style, has gained her a wide range of happy (and comfortable) clients, from the computer novice to the most sophisticated user.

With many years of experience under her tool belt, with well respected companies like Industrial Light & Magic and KQED, Suzanne decided to venture out on her own in the role of a “rental IT department” for companies, entrepreneurs and individuals too small to have their own hardware and software experts.

- Her proficiency included the following:
- Diagnose, analyze and provide problem resolution.
- Create technical documentation
- Perform installation, upgrades and internet connection.

**MacKnowlogy, Plus**  
PO Box 746  
Mill Valley, CA 94942

415.380.1811

[macknowlogy@comcast.net](mailto:macknowlogy@comcast.net)

**MacKnowlogy, Plus...**  
...Helping Mac and PC Users  
Attain proficiency

## Become the Master of Your Computer!

MacKnowlogy, Plus helps both Mac and PC individual users and businesses attain computer proficiency and mastery. We help you avoid costly mistakes and anticipate future applications and needs when choosing a new system, adding on or upgrading. From planning through implementation, MacKnowlogy can support all your computer needs with their patient and soft approach to cutting edge technology solutions:

- Purchasing recommendations
- Upgrading your current system
- Installing system peripherals (printer, scanner, etc.)
- Connecting to the Internet
- Customizing off-the-shelf software (to work the way you do)
- Trouble-shooting with problem resolution
- Sharing data/using a Fileserver
- networking in a cross platform mixed environment
- Individulized training, education and specialized applications.

*I believe that computer technology can be far more practical and much easier to master than most people realize. Rather than making your life more complicated and frustrating, I am committed to helping you to maximize your technology investment and enhance your business and profitability.*

*My goal is to demystify technology by becoming your trusted technology partner. When my clients feel more comfortable and proficient with their computers they are able to be more creative and productive.*

*Whether customizing your hardware or software to match your specific needs or streamlining your business systems to work the way you do, I derive great satisfaction when a client tells me they have increased the volume and profitability of their business because of a system I implemented and trained them to master.*

— Suzanne Dracopoulos Agosta

## Enjoying Ease and a Better Return on Their Technology Investment...

*Suzanne really knows her 'stuff'... she consistently delivers the best work at the best price; and she makes sure we understand what she is doing so we can do some troubleshooting on our own.*

—Cristine DiDonato, Program Director  
Executive Counterparts

*Suzanne is conscientious, personable, knowledgeable and fun to work with. She helped me install new features and peripherals and insisted that I write down each step so I could become more self-sufficient.*

—Ron Shoen, Senior VP  
Sutter Securities, Inc.

*Suzanne helped us through the computer quagmire. She is warm, personable and thoughtful in her suggestions and followed up with various other ideas and alternatives. She helped us decipher all the options and choose a system that would benefit our current needs and also allow for future expansion.*

—Anna Sheidegger, Principal  
Sheidegger & Tobis Architects

*MacKnowlogy provided us with responsive, direct and no-nonsense help in selecting and installing our new computer system. She was like a low-key 'rental IT department' for the small user.*

—W. Denman Van Ness, Chairman  
Hidden Hill Advisors

