

Jungle Drums' computer expert, Richard Cavender has been with us for over two years now and is by far the most successful 'techy' we've had on these pages. His experience and expertise have helped out scores of readers (and me...) but we thought it was about time we found out a little bit more about what this fellow from Northamptonshire does, and how he does it.

JD – You've been here almost three years now, working as a computer engineer – which means you fix computers – so come on, in my experience people who repair computers usually have a 'interesting' background, what was your trade in the UK? Ice cream man?

RC – Ha-ha, no I'm afraid it was nothing as exciting as that, I have been involved in computers pretty much since I left school, many years ago now! I am a terrible fan of gadgets and all things 'techy' as you say. Before I left the UK I headed a team of 60 people which provided IT and computer services for companies such as Barclaycard, Securicor, Microsoft, Dell and Guinness amongst many others. It was fun and interesting - is there anything better than having a job that is also your hobby?

JD – As far as I know, in an interview, it's supposed to be me who asks the questions so I'll ignore yours and ask about BlueMoon Solutions, in other words, what is it?...holistic healing?

RC – now there I was last night worrying about this interview and imagining a 'Paxman' sitting in front of me asking tough questions!

JD – just answer the question would you!...better?

RC- Ha-ha! Ok two friends and myself set up BlueMoon as a supplier of IT services to the small to medium businesses that were, at that time, either having to pay big fees to the existing IT companies or they would have to rely on a friend who 'might know a bit about computers'. That's still what we do as a company but my role in Spain is slightly different but much more satisfying.

JD – Satisfying? Why?

RC – well, back in the UK it was 95% corporate business; dealing with companies and working in offices, 100% suit wearing! Here in Spain I help people who have problems with their home PC or laptop and I get to meet so many genuinely happy people that my days of 'work' are actually a social outing too! Having said that, I still supply IT services to small and medium sized businesses, but businesses here seem

BLUemoon Solutions? ...WHAT'S THAT ALL ABOUT THEN?

much more 'personal' and getting to know the people that run them is great. What keeps me busy is helping the individuals and I travel all over our region doing this and have found out so much more about this great country at the same time. Plus! I get to wear jeans or shorts and a tee shirt most of the time instead of a suit. I love the relaxed way of going about things here in Spain - it's so infectious.

JD – so is it just the Brits you help out?...do they come to your shop or office?

RC – No, we now look after many different nationalities, fortunately they have a good

grasp of English. My Spanish is improving all the time so I'm ok with the natives but I've not yet mastered the Scandinavian, German, French and Chinese tongues quite yet! Luckily, I've been working with computers for so long now that I can operate a PC in any language and our relationship with Dell means that it's just as easy for us to supply a new computer in Dutch as it is in English. Plus I keep myself up to date with the latest innovations and by taking exams frequently for my qualifications. As for premises...we considered the idea but our service is all about getting people back online or solving problems as quickly as possible for our customers and most of the time I can do that with their computer in *their* home. It means that they don't have to lose the use of it for a few days and they don't have to unplug all those leads!

JD – yeah, I've seen the list of letters but to me, and a lot of others, they look like a disease, I mean, what on earth is an MCSE?...and does it hurt?

RC – Er...no, there's no pain involved, unless you include taking the many exams, but it means that I'm very well qualified to deal with pretty much any problem you might come across either at home or in business. I can also get help, support, and advice, directly from Microsoft and our other partners. That helps me be able to sort out someone's PC in the shortest possible time and in their own home or office, as I said earlier - our customers appreciate that.

JD – Well, we're coming to the end but if there is one piece of advice you'd offer home users to keep their PC running smoothly, what is it?

RC – Ok, one important thing to remember is don't download illegal software or music files as they often come attached to viruses and always, always back up data regularly to ensure that your files are as protected as possible should the worst happen. Whatever you do don't get frustrated like the guy in this link <http://tinyurl.com/dff86f> - call us before you get to this stage!

JD – Thanks for that Richard, off to work now?

RC – Er...yes, I'm off to meet a customer with her laptop...over a coffee.

WHAT PEOPLE SAY

We at Pocket Pages are more than satisfied with the excellent advice and service given by Richard of Bluemoon Solutions.

Pocket Pages is a business reliant on computer systems, with numerous data on various systems, we were concerned about back up etc, so we called Richard of whom we had every confidence in helping us safe guard all our systems.

Carolyn Shadden Pocket Pages Managing Director

In my previous existence as an Engineering Projects Manager I became heavily reliant on my Laptop, but always had in house IT backup. Now in Spain and running a Restaurant, old habits die hard. All my literature, accounts and planning (albeit simple stuff) are produced and kept on my laptop. Then one day it gave up the ghost, panic set in when I realised the IT backup was no longer there. A customer referred me to Richard. I have never looked back and can confidently refer people to his professional approach to dealing with problems and solutions without the confusing jargon associated with IT that normally stumps us novices.

Joe Wilson – The Lemon Tree Restaurant – La Marina Pueblo

"When my computer died (literally!) I phoned a trusted friend to ask if they could recommend an IT company. To say it was an emergency was an understatement. BlueMoon arrived when they said they would, dealt with the problem and gave me an immediate solution which meant I could continue running my business. To find such a reliable, professional IT expert in Spain is nothing short of miracle. It's good to know that I have BlueMoon on standby for all my computer support in the future. I regularly recommend them to my friends and associates."

Caroline Garrett, Spice Marketing & PR, Costa Blanca

With eight computers in daily use and the type of business that no longer works with just a pencil, piece of paper and a brain, it's imperative that we have a professionally run company to keep us up to date and running smoothly and also be ready to jump in speedily when things go wrong. Bluemoon hosts our web page, backs up and securely stores our data, fights our viruses, services our hardware and solves everything that happens to our computers. It's a reliable, expert company and we recommend them wholeheartedly.

Linda and Steve Rowland,
Insurance Brokers

"My company relies on computer systems so when things go wrong I need fast reliable assistance. BlueMoon was recommended to me and has now become a vital part of my organisation. They have helped to build a more efficient administration structure and an excellent back-up service. Most importantly Richard never makes me feel ignorant and resolves my problems swiftly and professionally."

Tina Foster Parkinson, Espaneura SL - Catal

Call Richard on
655044970 or
700756913
for friendly
help & advice

bluemoon
SOLUTIONS



JUNGLE DRUMS talks to

Richard Cavender