

## Unload your old IT equipment

Dear [contactfirstname],

There are only three weeks left to squeeze in some last-minute spring cleaning. To that end, Curran from Pod Bravo wanted you to have the following information about recycling old IT equipment. It is good for the environment, and it's also a great way to de-clutter your office or home.

This local company accepts and recycles tech equipment for free:

[C & M Recyclers](#)

21175 SW 108th Avenue, Building 11  
Tualatin, Oregon 97062  
503.380.4180

Large lot pick-ups are available if you call for an appointment. You can get the whole office involved.

If you live outside of Portland, there are probably other options near you. Search online for "free electronics recycling" and your city. Good luck with your cleaning, and have a great June and happy Father's Day!

## iTip: How clean is your workstation?

Studies show that phones, keyboards and desks are some of the least sanitary places in an office. Your phone, for instance, gets direct contact with your mouth on a regular basis, making it a breeding ground for bacteria.

Here are some tips to help you zap away germs and maintain a healthier work environment.

Use a disinfectant wipe on your desk, phone and other office surfaces.

Keep a hand sanitizer nearby, and wash your hands regularly.

The next time you go shopping for a new keyboard or mouse, consider washable products. They are often treated with antimicrobial protection and are completely waterproof, so you can disinfect them without causing damage. They are pretty cool, and they'll make you look cool, too. Here are some washable keyboard options:



### Issue at a Glance

Tech recycling  
iTip: Cleaning your workstation  
CEO: Customer Service  
Spotlight: Larry Saldanha

### Tech News

[FCC to regulate the Internet?](#)

[Facebook privacy updates](#)

[World's cutest robots](#)



### From our Blog

TSD Steve Eason has discovered QR codes. [Click here](#) to learn about this new trend.

### Convergence Updates

We have two new TSDs: welcome Rick Powell from Pod Charlie and Gary Trobaugh to the TSD team! We are expanding our team to ensure that you get the highest quality of service at all times.

Race for the Cure: We hope to see you at the race! [Click here](#) to join our team. Search for team name Convergence Networks.

### Employee Spotlight

Name: Larry Saldanha

Job Title: Resource Manager

Education: B.S., HR, Accounting, and

- [Grandtec GLW-1000 Glow Type Keyboard](#), \$31.84
- [Kensington USB/PS2 Washable Keyboard w/Antimicrobial](#), \$39.99
- [HP USB/PS2 Washable Keyboard](#), \$49.00
- [Wetkeys Washable Wireless Keyboard w/Media Buttons](#), \$54.99

## CEO Corner: History-making customer service

The Convergence team's daily goal is to deliver history-making customer service, supporting you in your business operations. We strive to do this by hiring only the most qualified employees, maintaining close relationships with our clients and being ahead of the curve.

### Highly Qualified Staff

We hire professionals who are not only technically skilled but also able to relate to people well. As you can imagine, not all tech professionals are people-friendly. Our recruiting process often takes months as we seek out only those IT experts who can also relate to clients on a personal level. The client quote below exemplifies this value.



### Close Relationships

Complementary to staffing, it is also vital that we check in with our clients regularly. The natural assumption in IT support is that if clients are not calling you, nothing is broken and everything is fine. But the fact is that all relationships require regular check-ups. If we don't hear from you for a while, you may get a call from me or your TSD, because we want to build our relationship with you and make sure you are receiving the service you expect and deserve.

### Progressive Thinking

The third prong of history-making customer service is being ahead of the curve. Technology is an ever-changing industry, which means we need to constantly educate ourselves on new products and services to ensure we can best support your business growth.

Ultimately, it comes down to people first. I love working with my staff and watching them grow professionally. I love chatting with clients like you during meetings, learning more about what drives you. My sincere hope is that you are happy with the service you receive here. If not, please tell me, your TSD or your support team, so we can better serve you.

Thank you for your continued loyalty. It is deeply appreciated by the Convergence team.

## Words from our clients

"Josh was and always has been exceptional! I couldn't believe how quickly he was able to solve our problem. Thank you Josh!!!"

-Jill Williams  
Kerr Contractors

Business Management, PSU

Quality I'd never change about myself: Loyalty.

Favorite thing about my job: Co-workers.

Favorite place in the world: Maui.

Favorite toy: My mountain bike.

If I won a million dollars, I'd: Invest it.

Historic figure I'd bring back from the dead: Isaac Newton. Favorite historic figure and I love physics.

Favorite memory: My wedding.

Favorite game: Legos.

Celeb who'd portray me in a movie: Bruce Willis I guess. We're both bald.

