



Finally, Help With Computers

Story: LiliAnn Paras

Left to Right: Senior Technician Kevin Karinja, Brian Ericson, Phyllis Sauer, Joe Agresta, Kevin "K2" Ibanez and owner Tom Bull

Aren't computers frustrating? The most unflappable among us are known to "lose it" when data is lost, photos disappear, programs won't open and spam invades. The frustration is exacerbated by long waits in big box stores or on help lines, confusing instructions and long turnaround times. An easy solution happens to be right in your own neighborhood.

Meet Tom Bull, a resident of Fair Haven for 25 years, and owner of Two River Computer (TRC) in Fair Haven since 2006. Their thoughtful and personalized service is simply not available in big stores. TRC offers home pick up and delivery, on-premises and in-shop repairs, loaner devices, repairs through remote access and quick turnaround times. TRC is not beholden to any particular brand but are dealers for Dell, HP and Lenovo and are also Microsoft and Apple certified. Emergencies and individual needs are also accommodated and each customer is set up in a ticketing process, allowing the staff to provide updates and create a record of the repair history. With a gleam in his eye, Tom summed up the difference between his store and the big box operations this way. "With TRC, clients have one throat to choke," - his. In the rare cases when something doesn't go as planned, customers always know Tom is available to make it right. Saying "yes" is policy and data recovery is especially rewarding. Tom showed me a computer shell filled with sand, shells and scraps. It belonged to a man in his eighties who brought it in after SuperStorm Sandy. The man's wife had recently passed and he was frantic to save the photos stored on the computer. Tom devised all kinds of homemade gadgets and was able to recover the photos, and that success is one that stays with him.

TRC specializes in computer repairs, and it also provides unique related services for homes and small businesses. It currently focuses on three initiatives for homes: WiFi, Turbo Upgrades, and Parental Controls. With the increasing number of devices dependent on WiFi like computers, sprinklers, baby monitors, cameras and more - speed, coverage, and security are compromised. As Tom puts it, "wireless is a game of inches," and within homes there are often dead spots. With new WiFi technology, TRC can provide a blanket, speedy and safe access for any size home, reaching outdoor areas too. Installation requires no disruption or opening of walls. Tom is impressed with the technology, remarking, "Every time I put one of the systems in, I am amazed at how good it is - every time." Turbo Upgrades are for those aging, but favorite computers. Tom noted, "Computers have a personality specific to the owners. For example, customers like where the icons are and want to keep the information familiar to them. Slow computers are given 'computer adrenaline' and as long as they have 'good bones,' even old computers can be updated and kept out of the landfill." TRC can also install parental controls which go far beyond mere filters. Imagine limiting your child's access, setting the amount of time allowed on specific sites or pausing the internet, all from your phone. TRC can make this a reality and can also install intrusion prevention software and hardware for businesses.

When Tom is not working, he devotes a lot of time volunteering in the community, along with his sons Alex, 23 and TJ, 17 and his wife, Marybeth, who is director of development for Big Brothers Big Sisters (BBBS) in Asbury Park. They are often joined in their efforts by the "Fair Haven 5" - a group of five families who raised their sons together in town since the boys were in second grade. They can be seen serving at the Fireman's Fair and Fair Haven Day. Supporting BBBS is especially dear to them and the Bull family "eats and breathes BBBS and lives from event to event." The Fair Haven 5 is right there to pitch in.

If you have any questions about or frustrations with your computers or systems, stop in or call Two River Computer. You won't be disappointed and you will discover why it has been voted "Best of the Best" for 2015 and 2016.

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