

The Computer Mechanic

Erik Vilaghy - Owner



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Success Magazine: When did you first become interested in computers?

Erik Vilaghy: I think it was back in 1988. My mother's now husband had an Apple 2e that I used for schoolwork and games.

SM: Why did you decide to start your own business rather than work for someone else?

EV: I fixed computers out of my apartment and I worked for someone else for a few years to learn all the aspects of running this business from the technical side to customer service. I got tired of chasing clients and wanted to be my own boss.

SM: The Computer Mechanic is a full-service technology support company. Is there any one area that you specialize in?

EV: Most of our business is virus removal, but we also do a lot of laptop repairs (screens and socket repairs). We do memory upgrades in laptops and desktops, as well as hard drive replacements in both.

SM: Why did you expand your business into the Niskayuna area?

EV: I like to tell people that I had fixed everyone's computer in the Hudson area and had to move north but in fact, my realtor found me a great deal on this location and I saw a void in this area for a computer store.

SM: Who is your target market? Do you work more with individuals or businesses?

EV: I work better with individuals face to face, but I've been building a pretty good reputation with the businesses on Union Street. I like to think I have nothing but happy customers.

SM: How do you ensure that your technicians are up-to-date and knowledgeable on all the latest systems?

EV: By sharing knowledge and ideas between the stores and keeping up with the publications. One of my technicians called me the other day saying he had a customer ask if we could speed up her new computer. After getting off the phone with her he called to let me know that next time I get such a call I should tell that person to put wheels on it. We like to make sure everyone is up to speed on everything.

SM: Why should an individual or business choose The Computer Mechanic to handle their repairs?

EV: We are not going to sell you a product or service you don't need. We will consult with you first and find out what your issue is and go from there. We are also not going to charge you for services you don't need. We have a charge for wipe and reload and a separate charge for data backup so that you don't need to pay for data backup if you don't need it, or vice versa.

SM: What is the mission of your business?

EV: We want you to succeed in whatever it is that you endeavor to do.

SM: You have overcome much adversity in your life. How do you constantly move forward, through problems that arise?

EV: I have grown a lot since November and have learned a lot as well. It is hard to go from working for someone to running your own business. I have given up a lot and have a great support team behind me. I appreciate all of their help and could not do it without them.



The Computer Mechanic Computer Repair Services

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Niskayuna's Expert Computer Repair Services

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