



Locations

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Hours: M-F 8-5

206 Washington
Grand Haven, MI 49417
Hours: M-Th 8-5
Friday 10-5
Saturday 10-3

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CCS Technologies Announces A Major Change In Services On April 1

Since our inception in 1976, we have provided services to both businesses and residential clients. We love our interactions with the residential community and have established long-lasting relationships with many of you. For over a year, we have been considering a move out of our facility on Washington Avenue as it is too small for our operations. We are in the process of moving to a new building in Grand Haven and expect to complete this move within 2 months.

Since we will no longer have a retail space downtown, it is with much consideration that we have decided that we will no longer be serving residential clients for general computer sales, service or training once we move to the new location. This includes residential service in Allendale as well.

We decided to focus solely on our large base of business customers. As we become a more streamlined and effective service provider, we need to focus on what we do best, and what brings the most value to our customers and unfortunately, this means the phasing out of residential services.

What this means to you if you are a residential client:

We are working with local computer service companies to determine who best fits our philosophy and paradigm when it comes to customer service. Soon, we will be announcing which company we recommend our residential clients go to once we determine a proper transition.

If you purchased a PC from CCS Technologies and it is under warranty, fear not. We will continue to support that computer for warranty issues even if you are a residential client. However, we will not be able to perform standard or priority service on any residential computer, unrelated to warranty issues, after **April 1**. On this date will be shutting down our residential service department and we can recommend a quality service provider for your needs.

What this means if you are a business client:

The good news is that we are focusing solely on business services from this point on. Looking ahead, our business clients can expect quicker response, more effective tools and a dedication to your needs.

We did not come to this decision easily, but considering how successful our business division has become, especially in the last two years, we feel that this is the best way for us to completely focus on our business customers and their associated products and services. Phone numbers and contact information will remain unchanged.

Thank you for your understanding and thank you for supporting us for over 44 years. We look forward to becoming West Michigan's premier business IT support company!