ROBO



Case Study

Full Computer Migration Earns a 10 Out of 10 User Rating

Every file moved intact, and the user walked away knowing how to run her new computer with confidence.

Executive Summary

Moving to a new computer risks losing the information a user relies on every day. ROBO took over the full transfer from the old machine to the new one, so the user never had to touch it or fear a mid-move loss. The migration came through complete, and the user gained practical skills to manage the new computer herself, rating the experience 10 out of 10.

Challenges

- Moving to a new computer without losing the information the user needed for daily tasks and productivity.
- Risk that a transfer handled incorrectly could leave files behind or disrupt everyday work mid-move.
- Limited technical confidence and a knowledge gap around managing the new computer effectively.

Solutions

- Took over the entire transfer so the user never had to touch it, removing the fear of losing files.
- Moved the user's required information across in full, confirming the new computer was ready to use.
- Paired the technical work with hands-on teaching to build lasting, everyday computer know-how.

ROBO's Approach

Key Actions:

- Technician Thay Thompson owned the migration end to end, from the old computer to the new one.
- Identified and transferred all the information the user needed so nothing essential was left behind.
- Walked the user through new computer skills, teaching her how to manage the machine on her own.

Results

- The user's required information landed on the new computer intact and ready for daily work.
- The user gained new, practical computer skills that stay useful well beyond this engagement.
- Earned a 10/10 rating, with the user praising both the completed work and learning to run the machine.

> “Thay Thompson did an awesome job. She knew exactly what she was doing in all aspects of transferring all the information I need off my old computer to a new one. She was very professional and very kind. She also taught me some new things about computers that are very helpful to know. 10/10 experience!”
>
> **Bryce Lindsay**

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Ready For A Smooth Computer Migration

Make your next computer upgrade or migration simple with support that moves your files and teaches you too.

Get Started