

September 1, 2009

MEMORANDUM FOR THOSE THAT ORDER PC 'S AND LAPTOPS FOR [REDACTED]

FROM:

SUBJECT: The difference between a Consumer class PC / Laptop and a Business class PC /Laptop

The purpose of the memorandum is to inform personnel responsible for ordering computers for [REDACTED] about the high cost of these machines. [REDACTED] has been receiving complaints about the cost of the PC's and Laptops that have been approved for purchase in the Centralized IT Purchase. The complaints state that it is cheaper to buy a consumer machine than it is to buy a machine on the Centralized IT Purchase list.

There are two types of computers on the market; consumer and business. A business class computer is built specifically for business. These computers are made with a higher quality of materials. The chipset is guaranteed to be the same no matter how many computers you purchase or when you purchase depending on your agreed timeframe. The components have a longer lifespan, and are designed to work well on a network with network software. Support can be purchased for three years onsite. The vendor will create and install a "core load" for your machines so that every person you give a computer to will have the same software installed.

Consumer computers are made for specific purposes such as; email, gaming, media and so on. These computers are not built with a specific chipset. This means that you can buy one computer with a particular motherboard and buy the exact same machine that will have a different motherboard depending on when they were made and what parts were available. This makes a building a "core load" image impossible. Consumer machines are loaded with bloatware. This is software that is loaded on the machine at the factory or the retail center. This software takes up a lot of space on the hard drive and can prevent the computer from running properly or wear down the battery. Support is the biggest risk you take when purchasing a consumer based machine. Support is generally for one year and requires that the machine be sent back to the retail center or worse the manufacturer. You may not get this machine back for weeks or months.

MSHA uses the Business class computers for reliability, durability, and for ease of management. MSHA is not charged for computers purchased between major buys for data transfer or installation. These charges are only incurred during a major buy.