

GTA CONSUMERS MEET WITH... DENESH BALAR *from* TECHVILLE

Techville is a three year Consumer Choice Award winner in the category of *Computer/Cell Phone Service and Repair* in the region of GTA. The company has been in business since 2007 and is GTA's leading center for Sale and Service of Smartphones, Tablets, Macs, Laptops and other Mobile Devices.

**CONSUMER
CHOICE AWARD
2018
BUSINESS
EXCELLENCE**



WHAT DOES IT MEAN FOR YOUR COMPANY TO BE VOTED BY CONSUMERS AS YOUR CITY'S BEST?

It is a huge honor and nice to be recognized for the hard work we do here at Techville each and every day. We put our customers needs first, listen to their feedback, and constantly reinvent ourselves to be able to provide the best possible customer service to everyone that comes to Techville.

WHAT SETS YOU APART FROM YOUR COMPETITORS?

We firmly believe that a strong team is the only way to provide excellent customer service on a daily basis.

That is why we invest in our techs, equip them with the latest tools and training to allow them to perform various repairs with meticulous precision. Last but not least, we always use premium quality parts, which are backed by our industry leading 6 month warranty.

HOW WILL WINNING THIS AWARD AFFECT THE WORK YOU DO MOVING FORWARD?

It is an extra motivator and a responsibility at the same time. We have won 3 years in a row. That means we have to step up our game every year. We have gained the trust of customers throughout the GTA, so we are going to continue

to reward that trust with even better service year after year.

WHAT IS THE BIGGEST RISK YOU HAVE EVER TAKEN IN BUSINESS?

Our biggest risk has to be the decision not to franchise our brand. We don't want to dilute our product, our quality of service, and that is why we kept growing our store's square footage and not franchise to other locations.

BUSINESSWISE, WHAT IS YOUR NEXT BIG STEP?

Our next big step is to continue developing our Business Solutions division of Techville. We have an excellent custom built ERP software that we are offering to our business clients, and an outstanding IT team which provides our award winning service to our corporate clients. So next we want to continue developing that division of Techville.

BUSINESS MOTTO

Tough times don't last, tough teams do!

LOVE IN MY JOB

The stories of how our customers broke or damaged their devices. When you think you've heard them all, a unique story walks in and amazes us all!

BIGGEST SUCCESS

In one year, we grew Techville to 3 times its original size.

ONE WORD I WANT TO OWN IN MY CUSTOMERS' MIND

Trust

DAILY, I TRY TO

Talk to and engage with all of my employees, and ensure I have a good work/life balance in order to spend time with my wife and twins

CONTACT:

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