



March 14, 2019

Sumter Chamber of Commerce
Attn: Maureen Dunton

The IBM Personal Computer was announced in 1982 and the evolution of the personal computer and Entre Computer Center began. Founded in early 1983, Entre Computer Center of Sumter is one of the oldest computer dealers in Southeast. As an authorized dealer and service center for IBM, Compaq, and HP Entre supplied the desktop computing needs for businesses and industries of all sizes throughout South Carolina. As our business continued to grow so did our number of competitors. Numerous "IBM compatible" manufacturers entered the market and pricing wars were constant. The next phase brought about competition from direct online resellers such as Gateway and Dell. Technology change is constant and many resellers failed during this time. Entre maintained slow steady growth and continues to add products and services to adapt.

Our philosophy from the beginning was to utilize a consultative approach to understand the needs of our customers and provide the right technology solutions to solve problems. Entre differentiated from other competitors by providing a total solution including needs analysis, configuration, installation, training, and local support. Our business model is constantly changing. In our first ten years we were primarily a computer reseller that provided service with 80% of revenue coming from hardware sales and 20% coming from service. Our current revenue is close to 50% service and sales. Computer network installations and network security are an integral part of our service offerings. Viruses, Malware, and data security should be addressed for businesses of all sizes. We assist many medical offices with HIPPA security for protecting patient records. Entre serves as the I.T. staff for many businesses in the midlands providing repair, setup, networking, security, software support, and advanced email systems. Our technicians are certified by IBM, Lenovo, HP, Microsoft, and several other major suppliers.

In the late 1990s we added a new division known as Palmetto POS. Palmetto POS covers all of South Carolina and has installations from Texas to Virginia. Palmetto POS specializes in point of sales systems for independent restaurants and retail merchants. Complete solutions including menu programming, installation, training, and local support are included with all POS systems from Palmetto POS. Palmetto POS also provides credit card processing services for any business. PCI compliance or Payment card security is a major concern with anyone processing credit cards and POS systems. Palmetto POS has two QIR certified (Qualified Integrator and Reseller) installers on our staff. QIRs are integrators and resellers specially trained by PCI Security Standards Council to address critical security controls while installing merchant payment systems. QIRs reduce merchant risk and mitigate the most common causes of payment data breaches by focusing on critical security controls.

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Entre Computer Center has now been in business and a member of the Sumter Chamber of Commerce for 36 years. The majority of our employees have been with us for 20 years or more. The owner, Steve Curtis has been here from the start in 1983. Entre has a long running internship program with part time hires from Central Carolina, USC Sumter, military veterans, and a few high school students. The vast majority of our interns are now employed in the I.T. field with companies like Tuomey, Sumter County, DHEC, Cisco, and many others. Our customer service policy has always been "the customer is always right". We always stand behind our employees but continue to strive for and maintain 100% customer satisfaction. We work with customers on repairs and many quick fixes are sent out at no charge.

Our employees are all local to Sumter and involved in the community. Steve Curtis was one of the original members involved in restarting Sertoma Club in Sumter back in the early 1980s. Entre has been a sponsor for many charitable events throughout the years and involved in youth athletics in Sumter as a sponsor and coaches. Entre was one of the founding sponsors for Sumter High Teammates which provided meals and inspirational speakers to Sumter High football teams the day prior to games. Other community involvement include: board member and past president of The Sumter Partnership of the USC Educational Foundation, USC Columbia Alumni Council, Toumey Fellows, YMCA Board of Directors, and Salvation Army Advisory Board.

Electronic waste is a major issue in today's society. ALL unwanted equipment at Entre is either refurbished and donated or recycled through proper channels. Many computers are repaired from saved parts for use in non-profit organizations and people in need.