Yelp Reviews for Todd S. Stock

Taken from here: http://www.yelp.com/biz/bay-area-computer-solutions-palo-alto-2?q=todd

(includes reviews from Yelps "filtered" list) A couple names were edited to include titles (Dr.'s, Esq.'s).

No reviews were edited or removed.

★★★★★   2/8/2009   Dr. Donald A.   Menlo Park, CA

I recommend with enthusiasm. My Apple Mini Mac was becoming sclerotic in the face of doing a major briefing for an overseas trip of a highly complicated nature. The helpful gentleman, Mr Todd Stock, from this firm came on a Sunday in the am to perform much needed aid for a computer illiterate. His knowledge was first rate; his demeanor was patient and measured; he explained vital details; he was meticulous and thorough in a way that one seldom sees hereabouts. In contrast to a competing firm here on Sharon Park Drive, BACS stands vastly superior in all aspects. In future, I shall rely on these people for all vital computer needs and they are bargain at their price considering the value received. Bravo Zulu.

★★★★★   3/28/2009   Anthony P.   Mountain View, CA

Highest recommendations!
Our iMac started shutting down unexpectedly, and we had a few network configuration problems, so we called BACS. Made an appt for the next day and Todd came right on time. What an absolute pleasure to deal with this firm on all levels. Todd was extremely knowledgeable, helpful and polite, and while the iMac will have to go in for work, he diagnosed our router and printer problems and corrected those very quickly. We took his recommendation and got a new more secure wireless router from Fry's. and I installed that today. My wife and I have been in high tech for 20+ years, and it's not frequent that you find service of this high caliber. He did in an hour what I've been "attempting to get around to doing" do in a couple months. I can't recommend them highly enough!

★★★★★   6/22/2009   Allen M.   Redwood City, CA

Todd did a fantastic job of installing a new Mac-mini and transferring all of the data from my G4. It was extremely difficult as my old operating system was OS 10.2 and he was converting into OS 10.5. He is extremely knowledgable and when something didn't convert as planned, he somehow was able to get the job using his computerknowledge and skills. I would highly recommend him to anyone who has seemingly unsolvable problems with their Mac because somehow, he is able to make everything work. On top of that, he is genuinely nice guy!!

★★★★★   9/1/2009   Cynthia W   Sonoma, CA

I wanted to share my positive experience working with Todd Stock on the home/office computer systems we use to run our Winery. First of all, we had easy communication arranging a date and time. Todd gave me very helpful advice for my Apple shopping trip, so that I would be fully prepared for our meeting. He then had the arduous task of replacing our router, our modem, setting up various printers wirelessly and getting everything to talk to each other in the best possible configuration for maximum user interface.

Todd went beyond the call of duty, working in a full house with teenagers coming and going, a small dog that became enamored of Todd's minimal workspace. He left us in excellent working order, and was able to tweak one last quick, but important detail by telephone. He also took the time to show me many features of our computers that had not been apparent to me.

When computer difficulties or changes arise, you just want a service that does what they set out to do. This is one company that actually achieves that goal.

⭐⭐⭐⭐⭐   8/5/2010   **Dr. Lisa L.**   **San Mateo, CA**

I can't say enough about Bay Area Computer Solutions. My computer crashed and within a few hours a wonderful technician was at my door step. The problem turned out to be much more than anyone expected. Not only did my computer crash but the software that I needed to have re-installed onto my new computer was not compatible with the new computer system. Todd understood that I was in dire straits and that I needed to access the software that evening inorder to have a written report avaliable to the hospital staff the following morning. Todd remained at my homeoffice and communicated with the technical team at psychological corporation until the job was complete and I was back on- line.

In addition to solving the problem Todd went beyond the call of duty. He ensured that the most up-to date versions of the software was properly installed.

He spoke directly with the manager at psychorp and explained that I misplaced some very expensive software which saved me from having to spend an additional $600 dollars. Had it not been for his guidance I would have had no choice but to repurchase the software.

Like like most of my peer group (doctors) I am not technologically saavy. Throughout this very stressful period Todd helped me to maintain my cool along with my dignity. I asked several questions that were undoubtedly "idiotic" to anyone in the tech world. His responses were always well thought out, reasonable to understand, sensitive and helpful

Finally, Todd speaks highly of his employer Bay Area Computer Solutions and he seems very committed to his work. For me this makes a huge difference. He encouraged me to contact them at anypoint in the future should I need help. Without a doubt I will contact Bay Area Computer Solutions in the future.

⭐⭐⭐⭐⭐   3/15/2011   **Lauren R.**   **Fremont, CA**

Thanks to Todd for his excellent help with my wireless system. He fixed everything we needed and was very polite, on time--a good experience. Very thorough and nice.

Lauren Robertson
ATrain Education, Inc
ATrainCeu.com

⭐⭐⭐⭐⭐   7/13/2011   **Nancy W.**   **Palo Alto, CA**

I recently had Todd Stock help me return from a full system crash. he was able to retrieve my files and then place them on another computer. he also helped me reconnect my Outlook files. He was so knowleable and helpful. He is also a very kind gentleman. i would have him back at our place of business any time.

⭐⭐⭐⭐⭐   2/3/2012   **Dr. Michael C.**   **Woodside, CA**

This review is about Todd Stock's recent service and I see every reason for 5 stars.

After finding out that the Geek Squad would be a 3-day wait, this was my first call to Bay Area Computer Solutions. Todd came to my house as soon as he could and performed a data transfer from a possibly compromised hard drive to my new laptop.

He was personable and explained the process to me. Fortunately the transfer went smoothly.

*** A few days later, I called Todd direct because a lot of my music apparently didn't make it onto iTunes. He was able to do a remote session with me immediately, at no charge. He quickly located the music files that didn't transfer automatically because of their unique format. He showed me how to convert the files and while we waited for them to convert, he gave me some good tips on how to use iTunes.

Price is fair and I would trust this group with future computer issues.

⭐⭐⭐⭐⭐   8/23/2012   Kathryn F.   Palo Alto, CA

My experience with Todd at BACS was fantastic. Throughout his time at my home, he was unflappable, accommodating and happy to answer my questions.

Before finding BACS, I took a Mac laptop to a different local company which twice kept my laptop for a week at a stretch in an attempt to diagnose the issue. They wound up wiping my entire drive and still not rectifying the problem, although I was charged hundreds of dollars for their work.

When a different laptop began reporting the same issue, I called in BACS to repair the two computers. Todd diagnosed and repaired the issue in less than 30 minutes, with no loss of data. Awesome.

⭐⭐⭐⭐⭐   3/20/2013   Weldon W, Esq.   Redwood City, CA

Todd Stock of Bay Area Computer Solutions is exceptionally knowledgeable on both PC and Mac. He got my systems humming in reasonably short order and he is very responsive to my requests for assistance.
In addition, I have used Mike Kushner who is very knowledgeable and personable. He has treated me very fairly in allowing me to return a phone system I purchased through him which I did not like. I would recommend them to anyone who needs professional help with their computer systems.

⭐⭐⭐⭐⭐   4/15/2013   Mila V.   Menlo Park, CA

I was in a panic because my main business system was failing, I tried calling several other IT places, Geek Squad, etc, but didn't get a good feeling until I found these guys. Then Todd arrived about an hour later and in 30 minutes made me feel there was hope, and a short time later got everything up and running again, I was sold! Todd's work was brilliant, I completely trust him and will recommend him to anyone who needs computer help.

⭐⭐⭐⭐⭐   2/26/2014   Brittainy S   Saratoga, CA

Bay Area Computer Solutions saved me again! I have come back to them for help with my small business probably half a dozen times over the last few years and they are always so professional and reliable. Michael always answers my calls promptly and generally has a technician out same day if not the next morning. I've worked with Todd several times and he's always so patient and really knows what he's doing. They've helped us with network issues and overall setup problems and really simplified the IT process for us. Thank you guys so much for all that you do!