MaurerK\_FD11\_EDT 661\_Computer Purchase Analysis

Computer Purchase Analysis

As I contemplate a purchase of a new computer I find myself stressing out about this purchase. As mentioned numerous times before we have a very old desktop computer that has worked wonderfully for us, we have never had any problems with it before (knock on wood) and it continues to work very hard to do what we ask it to do. As I research computers I get really stressed out because I would like to purchase a computer that will be a quality product and long lasting. We do not replace high priced items regularly so I would like the computer we purchase to last for many years, allowing for updates when necessary to increase its length of use in our home. I have decided that I would like a laptop. I have a netbook that I really love, love the portability, love how small and light weight it is and can do what I need it to do while I am sitting on the couch, on the airplane, or outside on the deck. Looking at how I use the computer I would say I am a consumer much more than a creator of material. I enjoy surfing the net, Facebook, email, working with my pictures online and now that I know a little bit more about creating cool media, I would like a machine I can easily work with to create exciting materials for home and school. I would like a computer that has a CD/DVD as well as a ten key number pad, as my husband is an accountant and would appreciate a number pad for work. My budget is $700.00.

|  |  |  |
| --- | --- | --- |
|  | Toshiba Satellite (Laptop) $599.99- Best Buy | Asus (Laptop)  $529.99 (sale price)-Best Buy |
| Product Height | 1.5” | 1.3” |
| Product Width | 15” | 15.2” |
| Weight | 5.8lbs. | 5.3 lbs. |
| Processor | Intel Core i3 | Intel Core i3 |
| Screen Size | 15.6” | 15.6” |
| Display type | High Definition widescreen LED-backlit TFT withTRUBright technology | High Definition LED |
| System Memory (RAM) | 4GB | 4GB |

|  |  |  |
| --- | --- | --- |
| System Memory (RAM)expandable to | 8GB | 8GB |
| Hard Drive Size | 640GB | 640GB |
| Optical Drive | Double-layer DVD+RW/CD-RW | Double-layer DVD+RW/CD-RW |
| Media Reader /slots | yes | yes |
| Graphics | Mobile /Intel HD graphics | UMA |
| Bluetooth enabled | No | Yes |
| USB ports | 4 | 3 |
| Battery Life | 4hours 12 minutes | Up to 6 hours 12 minutes |

|  |  |  |
| --- | --- | --- |
| Operating system | Windows7 Home Premium 64 Bit | Windows7 Home Premium 64 bit |
| Included software | MS Live Essentials, Adobe Acrobat Reader | Adobe Flash & Adobe Reader |
| Wireless capability | 4G WiMAX | 4G WiMAX |
| Webcam | Yes | yes |

What to buy, what to buy???

Before I did research on customer service and what people actually thought about these machines, I was going to pick the Toshiba due to name recognition. When I spoke with the salesman about the Toshiba and the Asus, he told me they were both quality machines. The Asus is an “off” brand perhaps, but the salesman told me that Asus produces the products that actually go inside many of the machines other companies create. With that I thought that maybe the Asus is something I should look into. Looking at the Toshiba and the Asus, to me they are basically the same machine and can do the same job that I will be asking of them. So for what I need to do, both would be a decent choice in my opinion. Looking at customer service reviews on Amazon.com and resellratings.com I am quite a bit nervous about Toshiba’s customer service. While there were mixed reviews on Amazon regarding Toshiba’s customer service, significantly more of these reviews were negative, severely negative. The reviewers claimed that Toshiba would do what they could to not honor the warranty, rude customer service representatives and reviews about the products being poor in general. Asus received high praise on Amazon.com and on resellratings.com, stating that Asus was a high quality product and that their customer service representatives were very good, took care of the customers’ need s in a satisfactory manner, easy to work with and located in America, speaking English that could be understood.

Looking at the online reviews from actual owners of these computers on bestbuy.com, these are some of the reviews that I felt were beneficial. Pros for the Toshiba: great laptop for the price, fast, dependable, nice screen, responsive keyboard, minimal lag, speaker volume is good, lightweight. Cons for the Toshiba: hard drive crashed after 14 day warranty & after 1 month, had less than 30 days had to send it in for error on hard drive, cheap plastic around the mouse, Toshiba HDD utility-gives error report when laptop is moved even slightly-annoying, feels flimsy.

Pros for the Asus: Sturdy, fast and quiet. Cons for the Asus: specs are inaccurate-not Bluetooth enabled, no USB 3.0 port, poor mouse pad-pointer jumps around, intermittent sound.

If I needed to make a decision about either one of these machines, I don’t know what I should do. I guess being that my in-laws (Parents in law, sister in law and brother in law) purchased a Toshiba laptop in December and all are pleased with their purchase and have had no problems, I am feeling better about the Toshiba. Why? I know that customer service is seems lousy, would it be for me if I needed it-who knows? Would I take it to someone local anyway if the warranty was out of date, probably. The cursor issue on the Asus is a really big deal for me. If that cursor doesn’t go where I need it to go and stay there, well that is a problem for me. I have a cursor that does that on my school computer and it drives me nuts. It has even jumped around and inputted the wrong grades for the students because it jumps around to where it wants to go.

If I had to choose between the two computers presented here, I would choose the Toshiba.