



Buy With Confidence Trading Standards Approved

← Go Back

Download Business Details (PDF)

Print Business Details

Rate This Business

DONLINE COMPUTER CONSULTANCY LTD

- Vetted and approved by Trading Standards
- Monitored for customer service
- Audited by a Trading Standards professional
- Qualified, insured & reference checked
- Overall Customer Rating ★★★★★

Telephone: 02392 989594

Mobile: 07870 643486

Email: don@donline.co.uk

Website: <http://www.donline.co.uk>

Member Since: July 2007

Address: 41 Creech View
Denmead
Waterlooville
Hampshire
PO7 6SU



Distance: N/A miles from your postcode

Primary Trade: IT Solutions

Other Trades: Computer -Training, Computer Sales/Support/Repairs, Web Design/Internet Services

About

I'm Don Tocher, a highly experienced freelance IT Consultant who previously worked for Synstar International (now known as Hewlett-Packard Enterprise CDS), until I left to set up Donline Computer Consultancy in February 2006.

Donline delivers professional IT support for small / medium sized businesses, home offices, & home users.

Donline specialises in bringing true enterprise class IT support to those without their own IT department, and in supplementing existing IT teams where additional skills or resources are required.



Our Customer Feedback

Based on 31 reviews

How would you rate the quality of the goods/work carried out? ★★★★★

How would you rate the level of customer service you received? ★★★★★

How would you rate the value for money? ★★★★★

Overall Rating:**Customer Comments**

Have used Donline frequently over the years for IT/Computer set up advice, including recommendations to family and friends. Don is responsive, professional and without doubt an expert in his field. He always goes beyond the spec to help in all sorts of ways, so that simple folk like myself don't struggle with the computer systems/software/apps etc but are able to use the capabilities unimpeded. (Reviewed March 2023)

Excellent service. All problems sorted with skill and precision.

We very much appreciate the excellent service from Don. (Reviewed March 2023)

A very high level of personal service. Excellent, reliable work. (Reviewed March 2023)

Donline sorted out via the telephone my problems on my laptop. Excellent service from a very knowledgeable guy got me up and running in no time. (Reviewed February 2023)

Very friendly and excellent service. (Reviewed February 2023)

I was in a great quandary about lots of things on my new P.C. which he was able to explain to me and to set up a new e-mail system for me as well (Reviewed September 2022)

EXCELLENT (Reviewed September 2022)

We received an excellent friendly service from Donline Computing.

I have no hesitation in recommending the service to people (like me) who need a 'safe' pair of hands in dealing with your computer problems.

well worth having an annual check up as well as problem fixing. (Reviewed August 2022)

I was extremely satisfied with the service I received and a new computer was installed with the minimum of fuss in a short time frame due to my needing to meet a deadline. (Reviewed August 2022)

Could not be better (Reviewed July 2022)

Without Donline responding so quickly and efficiently to our breakdown in computer software we would not have been able to fulfil printing orders to our customers today. Therefore have no hesitation in recommending their service and continued support to our company. (Reviewed July 2022)

As usual, Don responded sympathetically to the initial call for help. He is knowledgeable, diligent and honest. He also knows his stuff. Top notch ! (Reviewed July 2022)

Always available to help me out. (Reviewed July 2022)

Although I live half an hour away by car, I was in trouble unable to print my work. Within 48 hours a visit here was arranged. With one hour of attention my fault was repaired and other programming adjustments needed

were completed. (Reviewed July 2022)

Don has been supporting us for a number of years. His knowledge and expertise always impresses. Typically he exceeds expectations and is always very fair with his billing. A highly recommended specialist who is always current and finding solutions. (Reviewed June 2022)

Complete installation of computer and printer/copier/scanner and software carried out competently and with clear explanation. Punctual and nothing agreed/offered forgotten. (Reviewed May 2022)

Always helpful and patient with my continued confusion with all things computer based. Thanks! (Reviewed February 2022)

We have been using Donline for all our IT needs for many years now and have always had excellent service. (Reviewed January 2022)

We were both delighted with prompt attention and level of service and help that Don provided to us and the help and guidance provided.

We have no hesitation in recommending Donline to both friends, clients and business colleagues.

Thanks Don for your help and prompt attention to our problems and solving them quickly and efficiently despite problems being caused during lockdown. (Reviewed August 2021)

Don was very efficient, patient and courteous. He explained at every stage of the work and was willing to answer all my questions. I am very pleased with the result, and would certainly recommend him to any of my family and friends, (Reviewed February 2021)

Very professional, would highly recommend (Reviewed January 2021)

Don helped us at a difficult and crucial time. Recovered data from a Failed PC. Supplied new hardware and software in a very quick timescale and reorganised our business files at a crucially busy time of year. I would recommend his services to any individual or business.

It was particularly impressive that Don supported us over Christmas period and during Covid19 lockdown pressure.

First class service delivered promptly, politely and efficiently. Thanks a million Don. You've saved our business and personal PC's (Reviewed January 2021)

Donline have supported both our business and private IT needs for a number of years. Nothing is to much trouble or indeed a stupid query. The response is lightninglike quick where Don was able to resolve our issue there and then. (Reviewed October 2020)

As always the service received from Mr Don Tocher is second to none and would highly recommend his services. He consistently provides a prompt and efficient service and is very pleasant and courteous to deal with. (Reviewed October 2020)

Donline has been looking after our computer and Windows support for about 10 years.

Always pleasant and when I don't understand exactly what is being talked about, I ask for clarification and this is provided. Everything is handled online with annual check-ups and the odd panic moment when Windows update throws me a wobbly!

Good at solving the little problems as well as the bigger ones. Donline has also provide me with first class laptops and guided me through set ups, helped now by my having 1Gigabyte Fibre Fast Broadband.

Very happy to recommend. (Reviewed October 2020)

Don gave me a fast professional service which met all of my needs. I have complete faith in Don's ability to give me the right advice for my needs. He is always avaiable to help and advise. (Reviewed October 2020)

Don provides a very friendly and efficient service.

Nothing is too much trouble and he is very prompt with his attendance.

I have already recommended him to other people. (Reviewed October 2020)

I am a late learner computer user and have had sympathetic and efficient help with user techniques and setting up laptops and printers (Reviewed October 2020)

Don has been providing IT support to our charity for many years. He is meticulous, very knowledgeable and unendingly patient with those of us who are not hugely IT literate. He has helped us move offices and maintained our IT with efficient good humour, he will always find the solution that works best for us and not for him personally. He always reacts quickly when needed. Explains what needs to be done and why and always sees a job through to conclusion. Utterly reliable service provision as well as a friend to the charity. (Reviewed October 2020)

