



# ABOUT SYNERGY

Synergy Global Solutions provides managed services, diversified technology systems and consulting. Corporate headquarters is in Rochester, New York, with branches (sales, service, and technical support personnel) located in Buffalo, Syracuse, and Jamestown in upstate NY as well as Baltimore, MD, and Chicago, IL. Synergy's fully staffed (24x7) Operations Center is located in Amherst, NY. Our professional consulting services goal is to optimize the client investment while meeting the client's changing needs and solutions. Our Engineering practices include virtualization, storage, backup, security, network infrastructure, and server and client expertise. Additionally, we provide direct product sales, maintenance, and value added services for a broad range of computer and networking products.

## An ESOP Company:

As an ESOP, Synergy employees have an ownership stake in the company – a fact that directly influences the commitment, work quality, and high-touch service focus embedded in the Synergy brand.



## Manufacturer Certified:

Synergy maintains certifications in the following product lines:

- Cisco
- Citrix
- Commvault
- Dell / EqualLogic
- HP
- IBM
- Lenovo
- Liebert
- Lexmark
- Microsoft
- Netapp
- Quantum
- Panasonic
- Symantec
- SonicWall
- VMware
- Xerox

## Why:

Synergy enjoys a history of planned, progressive evolution since the founding of the company in 1971. 2010 revenue grew to \$61 million in a very volatile and challenging marketplace, demonstrating that Synergy's solid market presence and dependable performance has produced stable, continuous growth. Our primary underlying principle is service to the customer; be it in conscientious attention to detail, in systems design, or timely, skilled maintenance and support on the products we provide.

## Some key facts about Synergy included the following:

- ✓ Largest technology solutions provider in Upstate NY.
- ✓ Employs more than 125 associates including 65 engineers.
- ✓ Our Solutions Center service offerings include End User Help Desk and Remote Monitoring Service (RMS) options.
  - The Help desk is staffed by 80+ analysts, operating 24x7x365 delivering client service to inbound callers, e-mail inquiries, and responding to automated alerts
  - The NOC provides Level I and II monitoring and incident management of critical infrastructure networks and devices
- ✓ Synergy is # 346 in North America's Largest Solution Providers (VAR 500 May-2010).
- ✓ Dedicated Public Sector Team - 26 New York State contracts.
- ✓ Cloud computing and data center based solutions.
- ✓ Server and desktop virtualization engineering services.
- ✓ Onsite and cloud data storage and disaster recovery solutions.
- ✓ Server, client, storage, security and network hardware and software expertise.

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