



Help Desk Services

AVVID Administrative Support Services

VOIP Help Desk for Cisco Solutions



Our Support services are designed to maximize system reliability by assisting customer IT staff with needed system and Unity/Call Manager and IPCC application support. We ensure the quality of the end user experience.

Support is available for Microsoft 2000/2003 systems on Tier 1 Platforms - IBM, HP, and Dell.

ADMINISTRATIVE SUPPORT INCLUDES...

Synergy will provide telephone support for designated client IT Administrators:

- Cisco hardware part of IP Solution
- Unity and Call Manager and IPCC Application Support
- NOS and Utility Application Support for Unity & Call Manager Servers –
 - ◊ Windows 2000 or 2003 Server
 - ◊ System Backup Software
 - ◊ APC UPS/PowerChute

Synergy has the largest support services of any regional organization backed by the highest level of manufacturer and vendor relations.

LIFECYCLE MANAGEMENT:

Synergy distinctively manages a service event from call to completion. There are no hand offs. We are the go-to people in our marketplace and we respond to real-time problems with real-time solutions. Bottom line, the end-user customer experience is our ultimate criteria. Our VOIP Telephony Support Services provides 7/24 experienced certified critical system support.

As one of the nation's largest independent service



providers, Synergy offers expert support services designed to assist client IT staff with critical system support.

Synergy' advantage:

- ⇒ *Cisco Smartnet (appropriate response level, parts only)*
- ⇒ *Synergy Priority Onsite Support Services*
- ⇒ *Synergy VOIP Administrative Helpdesk Support*
- ⇒ *Optional Synergy Remote Monitoring Services*
- ⇒ *Optional Synergy Remote Administrative Services*

Please consult your account representative for complete service options and associated pricing. Synergy uniquely offers a comprehensive suite of service options including Priority Onsite Maintenance, Real-time Remote Monitoring, Administrative Helpdesk Support, and Remote System Administrative Services.



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