



Help Desk Services

Administrative Help Desk Service

Our Help Desk services are designed to reduce the cost of operation, increase customer service and provide a strategic approach to support that will drive the greatest ROI

Synergy will provide administrative Help Desk support with a standard 30-minute telephone response time for designated client IT Administrators. Support will cover server hardware, network operating system, and server network communication. Each Network Administrator requires a separate Support Service Agreement.

The customer will receive incident management with all of the core application vendors. If we can't resolve the problem with our certified technicians we will open a service call with the appropriate core vendors.

Synergy can provide Administrative Help Desk Services 24x7x365 through our state of the art Solutions Center.

Help Desk Metrics / Service Level

Synergy strives for excellence and manages the Solution Center to maintain the highest standard of service level metrics; 1st Call Resolution, average speed of answer, abandonment rate and more. All measurements are reviewed and managed on a daily basis.

Administrative Help Desk – NOS

- Microsoft
- Citrix
- Novell NetWare

Administrative Help Desk – Utility Applications

- Storage (Tape) – CA BrightStore, Veritas Backup Exec
- Virus – CA eTrust, Symantec
- Sonicwall / SGMS

Administrative Help Desk – Advanced Applications

- Email – Microsoft Exchange, Novell GroupWise
- WAN / Internet – Microsoft Proxy, IIS, Cisco Infrastructure

Reports Delivered Through eSupport Portal:

Synergy's eSupport portal allows 24-hour access to our database. Clients can run reports, track problems, review trends and view technician notes – all from the web. Synergy has the experience needed to efficiently support our customers with over 50 different Help Desk clients including some Fortune 500 companies. Synergy receives and responds to an average of 40,000 incidents a month

Never be alone supporting today's complex technologies. Partner with the region's largest and best Managed Solution Provider.

Large enough to deliver... Small enough to care.



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