



# Help Desk Services

## End User Help Desk

IT is often the center of the business model; it is their job to extend current capabilities to their departments while reducing operating cost without adding staff.

Synergy's Help Desk service is designed to eliminate the concern with the expense and infrastructure needed to operate an internal Help Desk / Call Center.

Our 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 can provide end user help desk support 24x7x365 through our state of the art Solution Center.

Our technology and philosophy is a predictable, repeatable workflow processes which will lead to a distinct improvement in customer satisfaction levels. Synergy will greet each customer in a timely and professional manner and will possess the appropriate customer service skills to make the customer feel comfortable throughout the call.

Synergy is able to customize each support model based on the following:

- We build a support model based on the concept of a Subject Matter Expert (SME). The SME knows the customer's environment first hand. The SME gathers initial data with onsite interviews and analysis of the customers' technology.
- We maintain an up to date knowledge base of customized applications and infrastructure information.

- We perform root cause analysis of problems and continuously populate the knowledge base for quicker resolution of recurrent issues.

Synergy will work with each of our clients to design a specific Service Level Agreement (SLA) to meet their particular support requirements. Phone calls are recorded and randomly monitored by a trained Quality Assurance (QA) team to ensure compliance with customer service standards.

### 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.

### 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



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