



# Managed Services

## Managed Services Overview - End to End Services

### END TO END SERVICES:

Synergy Global Solutions Inc. is a managed technology Service Provider delivering support nationwide. Over the last 34 years, we've proactively assisted customers as a strategic partner, focusing on high quality solutions that meet changing technology needs. Our services range from complex IT solution design to full service Solution Center response including:

- ◆ Network Assessment
- ◆ Equipment Procurement and Provisioning
- ◆ Deployment / Installation / Integration
- ◆ Solution Center / Helpdesk Support
- ◆ Enterprise Storage / Network and System Management
- ◆ Application and Exchange Hosting
- ◆ IP Telephony Migration
- ◆ High Speed Internet Access
- ◆ Content Management
- ◆ Project Management
- ◆ Service Maintenance / Remote Management
- ◆ Comprehensive design solutions for:
  - Vulnerability Reduction
  - Security Management
  - Business Continuity / Disaster Recovery

Synergy's end-to-end support is delivered by our Solution Center Analysts, Certified Technicians and Project Management Professionals. Each one understands the importance of business efficiency and the criticality of delivering the quality customers expect.

### PROJECT SERVICES:

At the onset of every project, we assign a dedicated resource to manage the engagement from design through implementation. This method gives us a real time view of our service quality and provides our customer with committed end-to-end support. The comprehensive approach we follow when planning, designing, implementing and managing IT solutions provides reliable performance and first-rate results.

### SERVICE ASSURANCE (SA):

Our Service Assurance Plan is designed to ensure maximum reliability and needed flexibility through varying levels of support maintenance. SA packages are structured for real time, response. Contract types are based on:

- ◆ SMART Service Level Agreement
- ◆ Performance
- ◆ Term (3 year commitment)

Optional components of SA include: Helpdesk, Priority On-site Service, Desk-side support, and Remote Management Services (RMS). Each are designed to ensure a high level of maintenance with coverage tailored to meet customers needs. Our technicians are committed to meeting the highest standards of support to improve our customers' operational functionality and business flexibility.

### SOLUTION CENTER MANAGEMENT:

Our state-of-the-art Solution Center is staffed 24 hours a day, 365 days per year and provides both administrative support for internal networks and end-user support for software application issues. Helpdesk problem solving follows a customer directed process for escalation to minimize service disruptions. Our technicians deliver nationwide support and are able to service and dispatch diverse manufacturer parts from our centralized warehouse, improving response time and assuring a quick resolution to issues.



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Amherst, New York 14228

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Fax (716) 691-3876  
Service (888) 999-6927

#### Rochester

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Pittsford, New York 14534

Sales (585) 381-4120  
Fax (585) 264-6020  
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#### Syracuse / Albany

106 Metropolitan Drive  
Liverpool, New York 13088

Sales (315) 457-4444  
Fax (315) 457-6075  
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### SYNERGY'S VALUE ADD

Synergy is comprised of individuals with the capability to produce the most progressive and reliable technology solutions available. To effectively address customer technology needs, we utilize our professional expertise and expansive partner network to deliver exceptional value added services. Because of this, we've earned our reputation as a quality Service Provider delivering:

- End-to-end technology expertise
- Extensive geographic coverage
- Technicians who meet (and exceed) industry standard certifications
- Flexible Service Level Agreements
- Experience and quality performance
- Multiple IT Service offerings

With Synergy as a partner, customers have around-the-clock access to our centralized support system, a live response and complete resolution. Our expert capabilities, customer references and history of quality support demonstrate the commitment we've made to service excellence. These assets distinguish us from other Service Providers and enable us to deliver the best service possible, end-to-end.

### SYNERGY CERTIFICATIONS

Among Synergy's distinctive rankings, certifications, and partnerships, include our status as an HP and Novell Platinum, Microsoft Gold, IBM Premier Business, and Cisco Silver Partner. These collective designations are a benchmark of merit that few Service Providers

### FOUNDATION OF QUALITY

We enjoy a proud tradition of strong leadership in

guiding day-to-day IT operations. We share an aptitude for success, and effectively set the highest standards for quality and support services.

Our CEO, Ray Hutch founded the company in 1971 and since that time has developed it into the full service end-to-end solution business it is today.

President, Clark Crook has been with Synergy since 1987 implementing a quality emphasis in all aspects of service. His breadth of business and technology experience over the past 25 years contributes to our ongoing success, adding value to our current solutions.

Our Solution Center Management Team is comprised of Jose Rivero, VP of Service Operations with over thirty years experience and Patrick Delaney, Director of the Solution Center who has over twenty years experience. Supported by a strong base of talent in our workforce, we possess a depth of experience that provides the best available IT solutions end-to-end.

### CAPABILITY, CHARACTER, COMMUNITY

We believe the best way to deliver outstanding service is by providing solutions that draw from the best resources we have - our people. The success we share depends on each one of them, first and foremost. Recognizing our human resources as our most valuable asset, we support the unique contribution made at each level of service. Overall, we are proud to say that our leadership and workforce benefits not only our own bottom line - but our customers as well.

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



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