



Managed Services



Solution Center Services - Overview

Synergy Inc state-of-the-art Solution Center is the cornerstone of our services and a vital part of our end-to-end support. We provide both administrative support for your internal network system and end-user support for software application issues. We also offer complete helpdesk outsourcing with a dedicated automated call distribution (ACD) queue, transparently answering each call as your representative. Our Solution Center supports calls from across North America, maintaining an average:

- ◆ first-call resolution of 70%
- ◆ response time of less than 30 seconds
- ◆ abandoned call rate of less than 6%

Helpdesk support is based on Service Level Agreements, customized to meet your requirements.

CALL CENTER SERVICES:

The Solution Center is staffed and equipped to handle spikes in call volume, delivering an immediate, live response on a 24-hour, 7-day a week basis. Our inbound call center services are managed by a team of analysts skilled in customer support. These frontline support analysts offer a central point for reporting faults. These analysts centrally manage each issue, providing a single point of contact to facilitate resolution, dispatch, and escalation.

HELPDESK TECHNICAL SERVICES:

Our fully certified technicians proactively manage each issue through resolution, matching their response against your customized Service Level Agreement.

ACD QUEUE:

Incoming calls are managed with automatic call distribution (ACD) capabilities, sending incoming calls directly to your dedicated Team.

USER HELPDESK SUPPORT:

These services provide end-user support for software application issues. Analysts ranging from Level 1 to Level 5 will support software problems with PC's and laptop computing devices. All calls that require escalation are managed through warm transfer, to ensure that the connection to another representative is immediate and efficient.

ADMINISTRATIVE HELPDESK SUPPORT

We provide administrative support for your internal network system ranging from Server Utility Applications, to service Operating Systems on Tier 1 Platforms for Microsoft Server, Enterprise, SQL, Proxy and Index Server, Citrix and Novell NetWare. Synergy's Administrative Helpdesk Support is provided for systems covered under :

- ◆ **Level One Application Helpdesk Support**
High priority Application errors are identified as Level One issues and are immediately assigned to a designated technician. The technician manages the call to completion, monitoring the status of the call throughout resolution. You receive issue status information via an open call and detail call report at resolution.

OUTSOURCING SERVICES:

Synergy offers helpdesk services outsourcing for customers who require support technicians, without the high costs associated with managing an in-house helpdesk. Using Synergy for your Call Center and helpdesk support is a low cost alternative to operating an in-house equivalent. We save you the expense of creating an IT support department, the costs of training a service team and the overhead of maintaining them.

- ◆ **Let Synergy be You - Outsource Advantage**

Our long tradition of success is attributable to the talented professionals within our workforce. We have



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the skilled resources and the infrastructure needed to support your institution immediately and we can quickly scale to accommodate increased volume. Our process is designed to make our call center a direct extension of your business so that the support a callers receives is transparent. Your customer's expectations will be met, building the quality of your brand and your overall level of customer satisfaction.



SOLUTION CENTER QUALIFICATIONS:

Frontline analysts adhere to industry standard call center structures and hold certification with:

- ◆ Helpdesk Institute
- ◆ Helpdesk Manager
- ◆ STI Knowledge Call Center Manager
- ◆ A+, Network +, Microsoft and Novell



RELIABILITY:

The Solution Center is Synergy's centralized area for helpdesk and on-site support, asset management of hardware, remote monitoring, ASP hosting and maintenance of servers and networks. Our analysts and technicians are available 24x7x365 days a year and are supported by a telephone service comprised of dedicated high-speed telephony lines equipped with emergency back-up power.

The Solution Center's multilingual Service Operations VP has over thirty years experience and its Director has over twenty years in the industry. The experience these Managers possess contribute to our ongoing success, setting the highest standards for quality support services. Our Solution Center technicians are HP, Novell, Microsoft, Cisco and IBM certified and hold the highest levels of manufacturer's certifications.

Large enough to deliver... Small enough to care



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