



Managed Services



Remote Administrative Help Desk Service

ADMINISTRATIVE HELP DESK:

The Remote Administrative Help Desk option allows the Synergy Technical Support Group (TSG) to remotely access customer network devices and the file servers, in order to facilitate direct support for the customer's in-house IT staff.

Software is installed on the Synergy RMS server and, in some cases, customer file servers, in order to accomplish this support in the most-timely and direct manner possible.

This option enhances the standard Administrative Help Desk contract by allowing Synergy TSG staff to have direct access to aid in resolving problems, as opposed to simple telephone support. The result is quicker problem resolution and better customer satisfaction.

Synergy Administrative Help Desk contracts are available for the following:



COVERAGE:

Services are available 24x7.

Administrative Help Desk – NOS

- Microsoft
- Citrix
- Novell NetWare
- VMware

Administrative Help Desk – Utility Applications

- Storage (Tape) – CA Arc Serve, Veritas Backup Exec
- Virus – CA eTruser, Symantec
- COMMVault
- Sonicwall / SGMS

Administrative Help Desk – Advanced Applications

- Email – Microsoft Exchange, Novell GroupWise
- WAN / Internet – Microsoft Proxy, IIS, Novell Border Manager

BENEFITS:

- Customer does not have to concern themselves with expense of training and technical certifications,
- Customer IT administrator can call in and speak with a certified technician.
- Simple to budget expense for Administrative Help Desk support.

ASSUMPTIONS:

- Customer will provide us technical information on their environment that will be added into Synergy's knowledge base.
- Synergy and the customer will define the call process.

Large enough to deliver... Small enough to care



Buffalo

275 Northpointe Parkway
Amherst, New York 14228

Sales (716) 250-3940
Fax (716) 691-3876
Service (888) 999-6927

Rochester

1100 Pittsford Victor Road
Pittsford, New York 14534

Sales (585) 381-4120
Fax (585) 264-6020
Service (585) 381-4121

Syracuse / Albany

106 Metropolitan Drive
Liverpool, New York 13088

Sales (315) 457-4444
Fax (315) 457-6075
Service (888) 999-6927