



Service Assurance

Service Assurance - Overview

Synergy Inc. offers a comprehensive and flexible Service Assurance Plan developed around our end-to-end solutions. Knowledgeable technicians are dedicated to keeping IT and communication infrastructure systems operating smoothly by providing full support through our around-the-clock Solution Center.

SERVICE ASSURANCE FEATURES:

Synergy technicians follow a Service Level Agreement customized according to our customers needs. Optional features of the Plan includes customized support with:

- ◆ Priority Onsite Services
- ◆ Administrative Helpdesk Support
- ◆ Time and Materials (T&M / Warranty) services
- ◆ Remote Management Services (RMS)
- ◆ Level One Application Helpdesk Support
- ◆ Desk side Support

Service Level Agreements allow for tiered, usage based upon real time needs.

SERVICE AGREEMENTS:

Synergy's Service Assurance Plan is designed to sustain a high service level quality while managing service level agreements. We can provide coverage for your servers, infrastructure, desktops and printers. Customers have the option of choosing from several different service plans. Contract types can be based on:

- ◆ SMART Service Level Agreement (SLA)
- ◆ Performance and Term (1-3 year commitment)
- ◆ Network Operating Systems, each system requires a separate service agreement. (based on NOS)

PRIORITY ONSITE SERVICES:

Priority Onsite Services are intended for maintenance, warranty and repair support of identified devices. We offer both 24x7x365 and 9x5 support. Our 24x7x365 infrastructure maintenance service agreement includes hardware support as well as OS and data restore with customer provided media.



ADMINISTRATIVE HELPDESK SUPPORT:

The Administrative Helpdesk Support is provided for systems covered under our Priority Onsite Service agreement, assisting with maintenance requests. It delivers a standard 30-minute telephone response time for both 24x7x365 and 9x5 requirements.

TIME AND MATERIALS SERVICES

The T&M / Warranty Services is designed for those organizations who require occasional support. The service is conducted on demand and is billed accordingly.

SOLUTIONS CENTER:

Service Assurance is managed from our state-of-the-art Solution Center. Our frontline support technicians offer a central point of contact for reporting issues. They manage each issue through resolution, following the customer's documented service agreement for:

- ◆ Level 1: Application Issues
- ◆ Level 2: Operating System Issues
- ◆ Level 3: Infrastructure Issues



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Service (888) 999-6927

Rochester

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Sales (585) 381-4120
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Syracuse / Albany

106 Metropolitan Drive
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Sales (315) 457-4444
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Service Assurance Services - Overview

Certified technicians from our Service Assurance Team manage the Helpdesk and Dispatch Service 24x7x365 with expert capability. They deliver an immediate, live response to both administrator and end user issues. They respond to onsite and Desk-side support needs making certain that Service Levels are met.

RAPID RESOLUTION:

Our technicians deliver the gains you expect through effective problem diagnosis, escalation and resolution. We currently support calls from across North America, throughout the day and night and maintain an average:

- ◆ First-call resolution of 70%
- ◆ Response time of less than 30 seconds
- ◆ Abandoned call rate of less than 6%

Technicians pay close attention to the servicing details of each issue, responding quickly with proactive telephone support and rapid onsite response.

SYNERGY CERTIFICATIONS:

With Synergy as a partner, you will have around-the-clock access to our centralized support system, a live response and complete resolution. As HP, Novell, Microsoft, Cisco and IBM Partners, we are fully certified and ready to assist you.

SYNERGY'S VALUE ADD

Synergy works with you as a strategic partner; not only providing support but also contributing to the efficient workflow of your systems.

Because we deliver an extremely high service level, we play a major role in improving your levels of productivity. The efficiencies gained with our Service Assurance Plan allow you to spend less time on maintenance issues as we deliver maximum performance to improve your bottom line..

As one of the nation's largest independent service providers, Synergy offers expert support services designed to assist client IT staff with critical system support.

Customers are business partners not just another call.



Large enough to deliver... Small enough to care



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