



# Service Assurance

## Service Assurance - PC Warranty Uplift



**These services are available for HP, and IBM models.**

Synergy Inc. combines the manufacturer services with our superior service event management, Desk-side support, and problem determination. We utilize the service of our award winning Solutions Center

**Synergy will provide uplift to the standard manufacturers three-year warranty. All parts and labor to remediate hardware problems will be covered on the listed workstations. This coverage includes any parts designated *End User Replaceable* by the manufacturer.**

### COVERAGE:

#### Standard Next Business Day (NBD)

8am through 5pm, Monday through Friday, Holidays excluded, Next Business Day Onsite Service. 30 minute phone response.

### COVERAGE AREA:

Support is based on the piece of equipment being located within 30 miles of a Synergy branch office or service location.

### REQUIREMENTS:

These services are available for Microsoft Windows, Citrix, and Novell network operating systems on Tier 1 Platforms - HP, and IBM servers

- ◆ Service Agreement must be purchased within 60-days of purchase of hardware.
- ◆ After 60-days, one-year service agreements are available (agreements are also available for Post-Warranty systems).

Bottom line, the end-user customer experience is our ultimate focus. Our Priority Onsite Support Services provide experienced certified critical system support.

### Premier Partner.

Synergy, as a premier manufacturer partner, has access to advanced technical support, software, and toolsets that demonstrate ROI and best service practices. Synergy's consultants and Senior Systems Engineers work with businesses to evaluate client specific IT investment and design client specific solutions to realize immediate results by



evaluating your current technology to ensure optimized investment and productivity.

## 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  
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