



Service Assurance

Service Assurance - Priority Onsite Cisco



Our Priority On-site Services are designed to ensure maximum system reliability.

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.

These services are available for most Cisco LAN, WAN, Wireless and VOIP products.

Synergy provides two response time plans for servers:

Standard Business Hours –

8am through 5pm, Monday through Friday, Holidays excluded.

Extended Support –

24 hours a day, Sunday through Saturday, 365 days per year, Holidays included.

COVERAGE:

Synergy provides regional and national coverage for many of our business partners, servicing thousands of their critical infrastructure equipment. Please consult a Synergy Account Representative for specific coverage requirements.

REQUIREMENT:

Service Agreements may be purchased at any time during the manufacturer's standard warranty, and will co-terminate with the existing manufacturers warranty. For those units

where the manufacturer's warranty has expired, one year Priority on Site contracts can be purchased provided the manufacturer of the equipment continues to offer their own post warranty coverage..

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. Synergy' advantage:

- Most experienced and certified technical staff (CCIE's, CCNA's CCNP's, CCDA's, CCDP's, MCSE's, MCNE's, ASE's on staff)
- The largest dedicated field support staff in our marketplace
- Dedicated technical support for administrative assistance
- Customers are business partners not just another call
- We know your systems –
If configured by Synergy, client critical information is readily accessible and our engineers can provide the best support.

PRIORITY ONSITE SERVICE ASSURANCE INCLUDES...

Synergy will provide maintenance support for :

- System Hardware
- IOS Software Support
- Configuration Restoration (using client provided media)
- Administrative Technical Support
- 30-min phone response
- 4 Hour Onsite response



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



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Priority Onsite Services Cisco

DEVICE HARDWARE:

Maintenance services include all Primary Manufacturers branded internal options in a single system enclosure or chassis.

IOS SOFTWARE SUPPORT:

Maintenance is for events resulting from IOS software failures are included with Synergy's Priority Onsite Cisco Support. Maintenance includes patching/upgrading IOS according to unit entitlement and only as part of maintenance services.

CONFIGURATION SUPPORT:

Synergy extends our Priority Onsite Cisco Service Assurance to include restoration of system configuration using client provided media/configuration. Service excludes events resulting from adds, moves, or changes. (Synergy is not obligated to perform configuration changes, administrative responsibilities, additions, or other services stemming from but not limited to manufacturer updates).

ADMINISTRATIVE SUPPORT:

Maintenance services include Administrative Helpdesk support for designated IT staff. Support covers system hardware, IOS software, and Cisco software feature options. Support is limited to units under coverage.

4-HOUR ONSITE RESPONSE:

Large enough to deliver, Synergy provides unmatched on-site response in our marketplace. Staffed with dedicated

support personnel Synergy has the most experienced, highest certified, and best qualified field team responding rapidly and resolving efficiently client service events.

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..

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Large enough to deliver... Small enough to care



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