



Service Assurance

Service Assurance - Priority Onsite Servers



Our Priority Onsite Services are designed to ensure maximum system reliability.

Synergy Inc. offers a comprehensive and flexible

Server 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.

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, Holidays included, 365 days a year.

COVERAGE:

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

REQUIREMENT:

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

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 POS contracts can be purchased provided the manufacturer of the server continues to offer their own post warranty coverage on the server.

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, CCDPs CCNP,MCSE's, MCNE's, ASE's on staff)
- Customers are business partners not just another call
- We know your systems –
If built by Synergy, client critical information is readily accessible and our engineers can provide the best support.

PRIORITY ONSITE SERVER SERVICE ASSURANCE INCLUDES...

Synergy will provide maintenance support for:

- Labor for Server Hardware resolution
- Network Operating Systems and data restore with customer provided media.
- Utility Application(s)
- One annual System Healthcheck per unit
- 30-min phone response
- 4-hour onsite response

Synergy has the largest support services of any regional organization backed by the highest level of manufacturer and vendor relations.



Buffalo

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Amherst, New York 14228

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Fax (716) 691-3876
Service (888) 999-6927

Rochester

1100 Pittsford Victor Road
Pittsford, New York 14534

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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PRIORITY ONSITE SERVICES SERVERS

SERVER HARDWARE:

Maintenance services include all primary manufacturers branded internal options in a single system enclosure or chassis, plus a monitor of 17" or less, excluding flat panel models.

NETWORK OPERATING SYSTEM:

Synergy will provide full system restoration using client provided media. Synergy will also provide problem determination in so far as it pertains to the unit under coverage.

UTILITY APPLICATIONS:

Utility Applications are core to sustaining high system availability. Synergy extends our Priority Onsite Server Assurance to include problem diagnosis support for utility applications, excluding events resulting from viruses or system changes.

ADMINISTRATIVE SUPPORT:

Maintenance services include Administrative Helpdesk support for designated IT staff. Support covers server hardware and all Primary Manufacturers branded internal options in a single system enclosure or chassis for the unit under coverage.

ANNUAL SYSTEM HEALTH CHECK PER UNIT:

Synergy recommends strategic planning for regular Network Assessments and IT Standards. Synergy will provide an annual written Server Health Report, outlining the current state of the server's health and any changes, which may be recommended or required. Synergy can perform such

changes under separate terms. All labor involved in a health check is included in this Agreement. Synergy is not obligated to perform configuration changes, administrative responsibilities, additions, or other services stemming from but not limited to manufacturer updates, new releases of service packs, or new virus signatures.

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. External Drive Arrays, Storage Units, Tape Drives/Libraries, UPS's, Monitors, Infrastructure Devices, and KVM Switches require separate support agreements.

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.

Large enough to deliver... Small enough to care



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