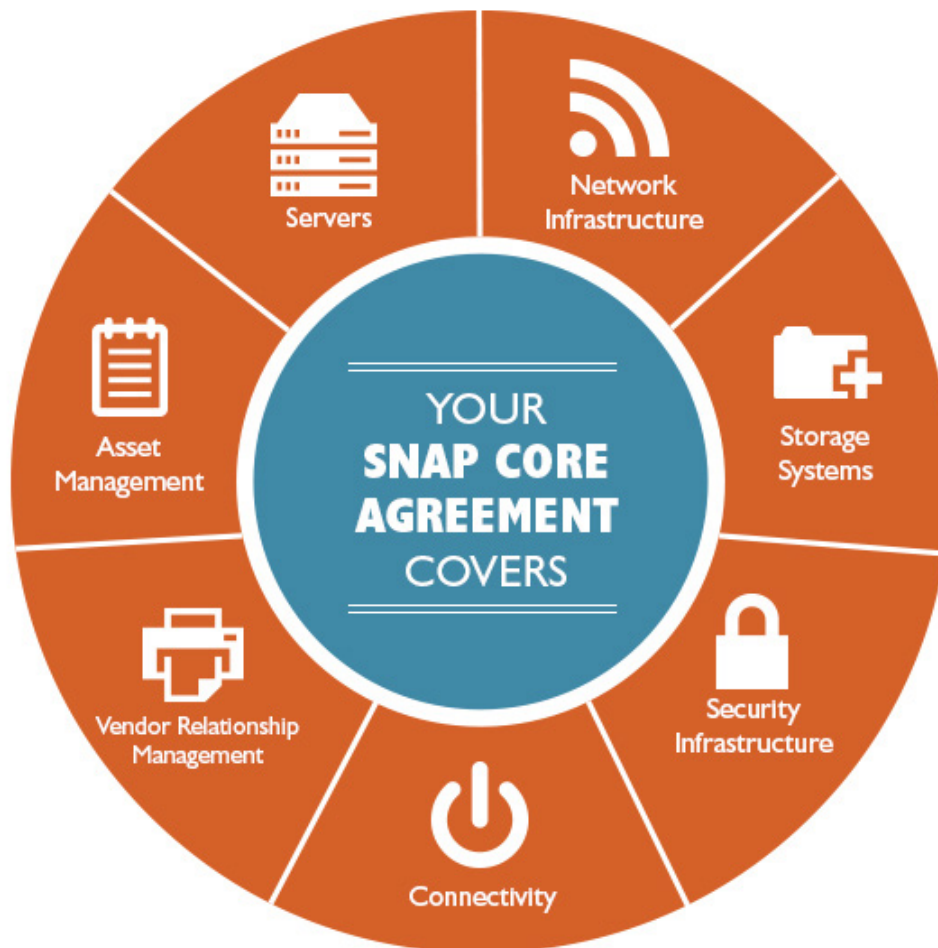Global Reach. Local Service.

## SYNERGY – Global Reach, Local Service.

→ Yours is a successful, midmarket company.
→ You depend upon computers and your network to run your business.
→ You need someone you can depend upon to maintain your network.
→ Synergy is your solution.



**YOUR SNAP CORE AGREEMENT COVERS**

Servers, Network Infrastructure, Storage Systems, Security Infrastructure, Connectivity, Vendor Relationship Management, Asset Management

**Synergy supports your network**

From the Internet to the wires in your walls, to the users who depend upon these critical tools to help them bring value to your business every day, Synergy supports your network.

## Synergy watches your network

Synergy monitors your systems at all times.  We're alerted to any unusual occurrence and take immediate action. Often, we'll have the anomaly resolved and recorded before you even become aware of it, and well before it can become a problem for you.  If your users spot a problem that our system doesn't, they can notify us via phone, email, or using our web-based Revelation™ Helpdesk software.

## Synergy improves your network, which makes your business better

Synergy's experts meet with you regularly to discuss reports and review the performance of your network. We'll help you implement best practices amongst your staff to assure them the best possible user experience. We'll recommend which upgrades and updates will serve you well, and which you should not implement. We'll proactively bring to your attention the latest technology advances, and focus on those we feel would help you increase your company's profitability and your team's productivity.

## Synergy proactively extends and complements your IT department

The key to the success of this program is our relationship with your company.  We proactively work as an extension of your company, always seeking new solutions to help improve the ways technology serves you. Synergy can provide the extra hands and skills your IT department needs from time to time, or function as your complete,  virtual IT Department.

## Stop worrying, keep working

While information drives your business, technology is not your core business and shouldn't be. Technology should serve your business in every way possible. Synergy has been providing superior, technology solutions to businesses for over a decade. We try to ensure Information Technology serves our clients, helping them find new ways to leverage the power of the best technologies to make their businesses better.

## It's all about your people, NOT just the technology

At Synergy it's not just about the technology.  It's about your people who have jobs to do and depend on technology to help them get it done faster and better.  We're all about making sure they get the most out of technology so they can deliver the most productive performance to you.

**Your proactive partner - increasing value and decreasing costs**

At the end of the day, it's all about how Synergy can proactively and positively help your company generate more profits.  And, there are two primary ways we can do that:

→   Help you generate more value for your company
→   Help you reduce operating costs

We accomplish this by "walking miles in your shoes". Our engineers and consultants become an integral part of your enterprise; the part that thrives on finding faster and better ways to apply technology to benefit your operations and increase your profitability. Each of our professionals is constantly on the alert for new ways to serve you.

## YOUR COMPUTER & COMMUNICATIONS NETWORK.

Your network has become indispensable. When it stops working, everyone stops working and that can be devastating. You may even have someone who owns responsibility for technology in your company in addition to their full-time job, And, they are finding it harder and harder to stretch between both. Many companies like yours have found themselves in the same predicament:

→   They're not in the information technology business
→   They often don't know who to go to if they do have a computer problem
→   They really can't afford computer problems, but they never know they're going to have one until something stops working

And that, of course, is the worst time to find out.

Stop worrying about computer problems and keep your people working with Technology Solutions by Synergy.  A field-managed Microsoft Gold Certified Partner,  Synergy provides comprehensive computer support to companies just like yours.

You will be kept aware of everything that happens within your network. As part of your technology management strategy, we meet with you regularly to review the performance of your network and report any anomalies, helping you proactively tune and improve your network to prevent future issues.

The result is a network that operates at maximum efficiency, serving your users, your business and supported by a partner you can trust.  When your people enjoy greater reliability from their key information management tools, they work more consistently, making your business run far better.

## Global resources

With partner offices serving four continents, Synergy has the global reach and resources to help your company, no matter how large or small it may be, to leverage greater profitability from innovative and aggressive implementation of information technology.  Coverage from your Synergy Network Assurance Program can extend anywhere in the world.

## Your professional IT consultant

Your lawyer is very important to your business, helping you make key business decisions and representing you whenever necessary.  Your accountant is similarly critical to your business.

Your IT Consultant is equally critical to your business today, perhaps even more so as more and more of your business depends upon the proper and optimal performance of your network.  At Synergy, a dedicated lead engineer is assigned to each of our clients along with our Client Services Manager.  It is their responsibility to see that you enjoy the full support of all of the resources at our command whenever and wherever necessary.  Consider them to be your "primary practitioner" who will call in team specialists as needed to resolve the many varied issues that can arise on a network.

## We only serve contract clients, so you aren't competing with random callers

Many technology firms gladly answer callers on a per-call, time and materials basis. We believe this reduces our preparedness for our contract clients.  We carefully match our resources to the requirements of the clients we have committed to support. The result is better support for you.

## Known by the company we keep

The providers of the technologies we integrate, our partners, are among the industry elite. Well-known names you are familiar with, providing products and technologies that are always leaders in their categories. These include:

→    **Microsoft** - As a Managed Gold Certified Partner, Microsoft affords us elite access to resources and a level of partnership that benefits every one of our clients. Synergy regularly enjoys privilages that are only available to those partners who have achieved Gold Certified status.

→    **Citrix** - The undisputed leader in secure, highly-available network access delivers any application, anywhere, at anytime, over any network wired or wireless.

→    **Symantec** - No matter how large or small your company, Symantec has a long-established reputation for providing the utilities and security technologies your network needs to provide optimum performance, plus the industry-leading data backup system. Network security plus data integrity.

→    **SonicWALL** - The leader in midmarket security, SonicWALL allows us to readily and thoroughly secure our clients' networks against multiple threats, with technologies that their personnel can easily administer.

→    **Doubletake** - Doubletake allows us to provide our smallest clients with the same assurance of business continuity and the same ability to recover fully from disaster that the largest corporations enjoy.

→    **Vmware** - Reduce your IT costs while improving efficiency, availability, flexibility, and manageability of your infrastructure.

## We know what we're doing, and we have proven it

While there are literally thousands of Microsoft partners, only a select few are chosen for the Gold Certified Partner program. Even fewer are selected to be managed directly by Microsoft field personnel. Microsoft certifies partners in a wide variety of specific competencies. Synergy has earned just about all of them:

Synergy Corporate Technologies has achieved the following Microsoft Competencies:

→ Advanced Infrastructure Solutions
  • Active Directory
  • Exchange Migration and Deployment
  • Hosting Solutions
  • Storage Solutions
  • Systems Management
→ Business Process and Integration Solutions
→ Custom Development Solutions
  • Application Infrastructure Development
  • Smart Client Development
  • Web Development
→ Data Management Solutions
  • Business Intelligence
  • Database Management

→ Information Worker Solutions
  • Enterprise Content Management and Forms
  • Office Deployment
  • Portals and Collaboration
  • Unified Communications
→ ISV/Software Solutions
→ Learning Solutions
→ Licensing Solutions
  • License Delivery
→ Microsoft Business Solutions
  • Microsoft Dynamics CRM
→ Mobility Solutions
→ Networking Infrastructure Solutions
→ Security Solutions
  • Infrastructure Security
→ Small Business Specialist Community
  • Microsoft Business Solutions

To earn our Microsoft Gold Certification and Competencies, we had to make significant investments in the training of our people, preparedness in our labs, and in driving solid solutions for our clients. We then had to demonstrate our clients' satisfaction to Microsoft. These metrics are performed annually.

Global Reach. Local Service.

# WHAT'S COVERED?

Your Secure Network Assurance Program assures your total technology support is budgeted into a fixed monthly payment that covers everything listed below. The only time it changes is when you add or remove users, locations, or devices. While we do not provide hardware repair services, we will optionally manage all hardware repair services through our partnerships with manufacturers of the equipment.

→ Proactive technology planning and performance reviews
→ Your Servers
- File & print servers
- Exchange servers
- Citrix servers
- Domain controllers
- Communication servers
- Application servers – SQL/Web
→ Application software
- E-Mail
- Microsoft Office suite
- Collaboration systems
- Corporate instant messaging
- Document management/eDiscovery
- Unified Communications
→ Your storage systems
- Storage area networks
- Network attached storage
- Directly attached storage
- Data backup archive storage including tape rotation management

→ Your network infrastructure
- Routers & switches
- Accelerators
- Traffic shaping
- Printers, scanners and other imaging devices
→ Your security infrastructure
- Anti-virus/anti-spam
- Firewalls
- Authentication systems
- Intrusion prevention systems
→ Wide area connections
- Point-to-point
- Internet access
- Virtual private network connections
→ Desktop/laptop/mobile computers
- Windows Mobile
- Blackberry
- Apple iPhone
→ User support
- Application Software Assistance
- Network Access Support

# WHAT'S NOT COVERED?

SNAP is far more than a "maintenance agreement" or "service contract." It's a relationship designed to proactively grow the value of your network, even as we support every facet of it. While this is a very comprehensive relationship, there are some services that are not included:

## Projects

SNAP is designed to support and enhance your existing network. Additions or changes to your network, such as installation of new servers, applications and communication devices, relocation to new facilities, expansion into larger premises, acquisitions, mergers, or comprehensive network equipment refreshes are performed separately as carefully scoped and planned fixed fee projects.

## Legacy phone systems

While Synergy does design, implement, and support Unified Communications solutions, we do not support legacy phone systems such as PBX's and other similar systems. We will work with your existing provider whenever necessary or help you identify qualified support professionals.

## Office equipment including faxes, copiers and other similar devices

While we do support multi-function devices that network, print, scan, email, copy and fax, we are not equipped to properly service or support classic office equipment such as fax machines, photocopiers, collators, binders or other similar devices. We will work with your existing provider whenever necessary or help you identify a qualified maintenance service provider.

## Premises security alarm systems

Some new physical security devices are beginning to use your network infrastructure to communicate with recording devices and security agencies. We are able to design, install and implement these for you. However, we are not equipped to properly service or support classic premises alarm systems. We will work with your existing provider whenever necessary or help you identify a qualified provider to fill this need.

## Users' personal computers at home

Unless specifically designated as a "SOHO" (Small Office Home Office) business operations location for remote users, this program does not provide support for family home computers.

# PROCESS

We keep the process simple yet flexible enough to accommodate every need, from multiple ways of requesting service, to multiple reporting mechanisms designed to always keep you aware of our progress on your behalf.

## Problem notification

When something does go wrong, the most important thing is for us to find out about it quickly. Preferably before you even know it has happened. This gives us the best chance to resolve it before it impacts your business.

→ **Via Synergy's automated Network Management System (NMS) -** Synergy NMS is designed to provide early warning when things are happening on your network that may become problems. Often we resolve these before they impact any of your users. We accomplish this by carefully inspecting your network servers & other devices at an intricate level so we can detect any anomalies. Should any device perform outside standard parameters, we are immediately alerted and take quick action.

→ **Via telephone call from you -** Of course you or any of your users may detect what they believe to be a problem. When this occurs, you will have a dedicated telephone number to call to alert the Synergy Help Desk. Your call will be answered by a Help Desk Specialist who may be able to help resolve the problem over the phone or using remote management tools that allow us to address the problem directly.

→ **Via E-mail from you -** Less critical concerns may be reported via e-mail to eliminate the need for you to make a telephone call.  E-mail requests are handled as quickly and efficiently as telephone calls.

→ **Via Revelation Helpdesk™ on the web -** Many of our clients prefer to request, review, and track our progress using our exclusive Revelation Helpdesk support system, a fully web-based interactive portal into our resources.

## Rapid response

Whichever way you choose to contact the Synergy Help Desk, you'll enjoy rapid response and aggressive escalation until your problem is resolved.

→ **Help desk makes contact**
First, one of our highly-proficient Help Desk Specialists works with you to see if the problem can be resolved either by instructing you to take specific actions over the telephone, or by reaching into your network via our suite of network management tools.

→ **Remote Access Tools**
Our remote management tools allow us to access just about any device or service anywhere on your network. Our experts know how to perform these delicate operations remotely so you feel as if our best personnel are there at your site, helping you resolve the issue. We also use these tools to assure your systems are fully current with every patch, update, and upgrade they require.

→ **OnSite Engineer**
Should we be unable to resolve the problem remotely, your dedicated Lead Engineer will be notified immediately. They will then determine the best course of action to resolve your problem. Either they or one of our other Field Engineers will be dispatched to your premises at the earliest possible time to get hands-on with your network. They will bring the full resourcefulness of Synergy to bear upon your problem until it is resolved.

## Rapid resolution

Our Technology Solutions Group management team examines the schedule constantly to make sure we are resolving support calls for our clients at the fastest possible pace. Our Service Level Agreements assure your network issues are resolved quickly, completely, and most competently.

## Thorough follow-up

They continue tracking to make sure every problem we resolve remains resolved and our clients are always delighted with the results we deliver to them.

# RELATIONSHIP

The most important feature of your Secure Network Assurance Program is the relationship it creates between us. We become an extension of your business, designed to expand and enhance the performance, management and overall value of your information resources. Many of our clients consider Synergy their IT department.

## Your Client Services Manager

The Client Services Manager is responsible for managing the entire relationship between your company and Synergy, making sure you are thoroughly satisfied with every facet of our service at all times. Turn to them with any question or concern, or put our resources into action for any technology advice or guidance you may need.

## Your dedicated field service engineer

Each Synergy client is assigned to one of our Service Engineers who will own responsibility for proactively finding every possible way to improve your network and responsively resolve any performance issues which may arise.

## Monthly reporting

You will be able to track the value of your investment in a SNAP Agreement via the monthly reports we submit to you. Similar to your bank statement, your Synergy statement shows every service, every support call, every way in which Synergy has helped you during the preceding month, including those times in which our network management system identified an anomaly which we resolved it without your knowing.

## Periodic performance reviews

Your support team, including your Client Services Manager, your dedicated lead Field Engineer and members of our senior staff, will meet with you regularly to review the performance of your network and our overall relationship. These review meetings will help you determine what can be done to improve the return on your investment in information infrastructure and assure that we remain in lock-step with you regarding what's going on with your network. We will also present new technologies we have seen which may be of interest to you and proactively help you plan the growth of your business through the careful leveraging of today's best technology solutions.

## STOP WORRYING, KEEP WORKING

→ **Enjoy peace of mind**

Knowing that Synergy is constantly monitoring your network, assuring the highest availability and performance possible.

→ **Enjoy the best possible technology guidance**

From the most experienced technologists whose sole responsibility is to ensure the value of your network investments is elevated to its maximum.

→ **Enjoy the same advantages as the largest corporations**

Having a team you can trust to bring you the best technology solutions now and in the future.

→ **Enjoy the most productive, proactive partner relationship possible**

With the Technology Solutions Group at Synergy Corporate Technologies.

→ **Stop worrying, Keep working**

Let us worry about your technology so you can focus on your business. With your SNAP Agreement, you have the most reputable, capable, certified support team at your side making sure the information keeps flowing because information only gains value in motion.

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