



# Technology Design Firm

A SINGLE SOURCE SOLUTION DESIGN TEAM

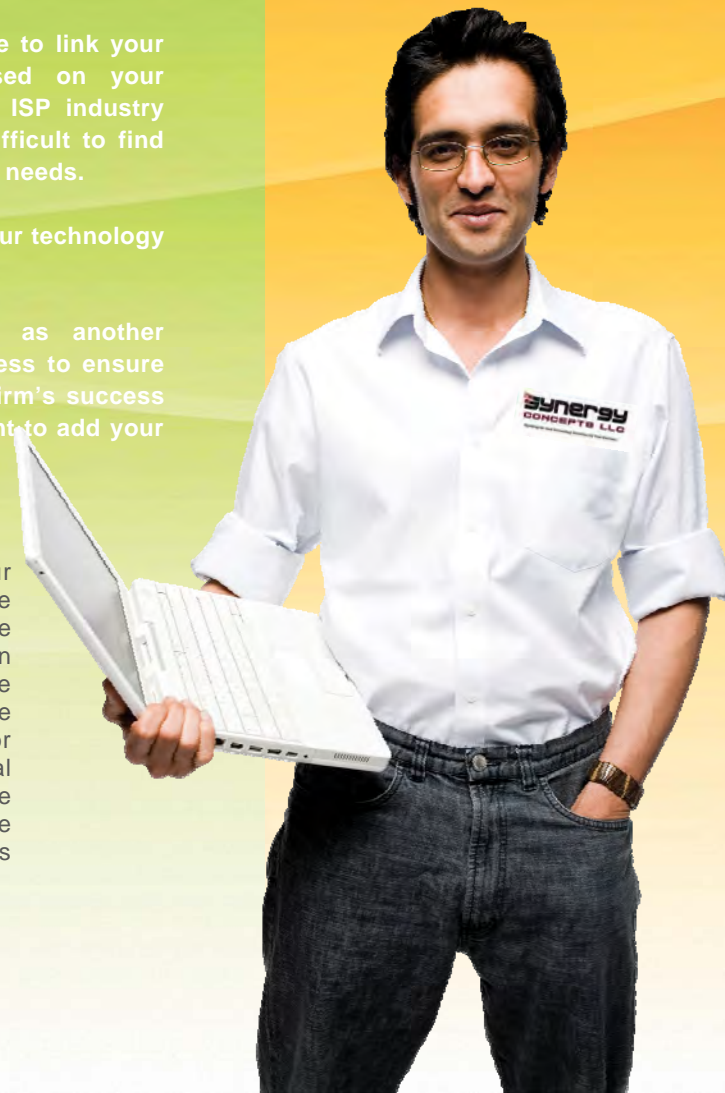


Choosing a phone carrier or an Internet Service Provider (ISP) cannot only be difficult but also stressful. Synergy Concepts delivers a total solution process for your business, which eliminates the difficulties of phone or ISP review, choosing the right products for your business and the difficulty with ensuring everything is delivered on schedule and on budget.

Through our proven processes, Synergy is able to link your business to the best choice provider based on your companies needs. As the Phone carrier and ISP industry continues to change, it becomes even more difficult to find the best options for your area or future business needs.

Choose Synergy to Design, Plan, and Manage your technology needs.

You can think of your Synergy specialist as another employee, we are working hard for your business to ensure the project implementation goes smooth. Our firm's success is a result of long-term satisfied clients. We want to add your business to our list of testimonials.



- Phone Carrier/ISP Analysis
- Technology Relocation Assistance
- System Integration Solutions
- Hardware Vendor Assistance
- System Design
- System Planning
- Implementation Management
- Support
- MPLS, VOIP, PBX, Analog, T1, DS3,
- Fiber, Cable, DSL

## ANALYSIS

With years of experience working with phone carriers and Internet Service providers across the country, Synergy has formed a structurally rich affiliate program with all major carriers / ISP providers to ensure your business can receive competitive pricing and best choice products at all times.

By reviewing your current products and services, a Synergy specialist is able to identify key areas for improvement. Depending on your businesses current phone carrier RATE PLANS and ISP PRODUCTS, our team is able to slightly modify your programs to simply enhance your products by adding a new feature or simply renegotiating your carrier costs.

From the analysis of your businesses current phone carrier and Internet service provider's costs, we can then move to a design phase of the process. The design phase allows a proper plan for transition to ensure minimal downtime and to review the proper expectations to make certain your business does not see any surprises.

## WE IDENTIFY THE BEST TECHNOLOGIES TO FIT YOUR BUSINESS NEEDS AND BUDGET

The vendor / carrier affiliate program was created to ensure we have access to the very best product and pricing options available in your market.

Synergy has the ability to invite various hardware vendors to propose for your project to ensure your organization receives the very best options available.

## WE ARE HERE THROUGHOUT THE PROCESS AND FOR LONG-TERM CONTINUED SUPPORT

The largest fear with any Phone Carrier or ISP changeover is Downtime. With the Synergy proven process for project coordination, testing with the chosen vendor and continued step-by-step review, your business can feel confident the transition will be completed on-schedule.

In the event an issue does arise, our 24-hour support system is available and will quickly respond to any issue your business may experience.

### Project Management

Our Project Management team proactively interacts with carriers and ISP organizations to manage installation schedules and testing dates as your deadlines are critical. Your Synergy specialist consistently communicates with you and the vendors to keep the project on track through completion.

### DESIGN

Concluding service analysis, your Synergy specialist will recommend concepts that best fit your business model and long-term technology needs.

### PLAN

Once a Design concept is chosen, a detailed Road Map is laid out to make certain expectations are met all the way through. It is critical to get the proper hardware vendors involved to ensure all areas of your hardware systems are reviewed and prepared prior to implementation.

### IMPLEMENT

Your Synergy Specialist will follow the process all the way through to make sure the final change-over, go-live date will be a success. Through the right choice of hardware Vendors to the best choice for carrier / ISP services, the process will be smooth.

### REVIEW

With the Synergy Program, we have proven methods of reviewing the transition/change-over with any carrier. This review is critical to ensure billing is accurate by the carrier / ISP and to confirm any old services have been cancelled properly. This can be a common step missed and for that reason, Synergy has set this aside as the most critical piece for project success.

### SUPPORT

Trouble or issues are never expected, but in today's day and age of technology every business needs to be prepared if an issue does arise. Synergy is available 24/7 to help support your organizations carrier services in the event of an unforeseen issue.

With our Web based Trouble Ticket System and through our affiliate programs, we have expedited channels to get any repair or billing resolution moving to completion quickly.

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# Technology Consulting Solutions

Designing the best technology solution for your business



**Synergy**  
**CONCEPTS LLC**

*"Building the Best Technology Solutions for Your Business"*

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