

SYNERGI

YOUR BUSINESS. STRATEGY.

Service Definition

Lot 3: Cloud Support – Managed Services Support

Your Business.
Protected. Transformed. Powered.



SYNERGI

YOUR BUSINESS. STRATEGY.



- FOUNDED IN 2013
- TRUSTED BY 300+ CUSTOMERS
- AWARD-WINNING TEAM OF 65+
- EMPOWERING ORGANISATIONS TO THRIVE WITH TECHNOLOGY

NEWCASTLE | LONDON | SCOTLAND



SYNERGI

YOUR BUSINESS. STRATEGY.

SENTRI

YOUR BUSINESS. PROTECTED.

MANAGED SERVICES

IT STRATEGY

CYBER SECURITY

CLOUD MIGRATION

DATA PROTECTION

COMMS & VOICE

AGILITI

YOUR BUSINESS. TRANSFORMED.

CLOUD & AI SOLUTIONS

PROCESS & AUTOMATION

AI, APPS & BI

EMPLOYEE EXPERIENCE

PORTFOLIO & PROJECTS

CUSTOM DEVELOPMENT

UNIFI

YOUR BUSINESS. POWERED.

BUSINESS APPLICATIONS & AI

BUSINESS CENTRAL

SALES, SERVICE & MARKETING

REPORTING & ANALYTICS

INTEGRATION

TOOLS & AUTOMATION

ADOPTION & CHANGE MANAGEMENT | PROJECT DELIVERY | SERVICE MANAGEMENT

ITIL ALIGNED HELPDESK, SUPPORT & TRAINING

Service Overview

Synergi Managed Service delivers a more agile and effective solution for your business using either a full outsourced model or a co-managed approach. The co-managed service utilises the best skills of your internal people working collaboratively with our team to deliver the right services to keep your business running.

Features

- ITIL Service Management aligned Service Desk
- Proactive monitoring and management of critical servers
- Network, Backup and Security monitoring
- Security and Patch Management

Benefits

- Dedicated helpdesk support
- Service Level Agreements
- Experienced & industry certified 1st, 2nd, and 3rd Line support analysts
- Pool of Managed Service Consultants with a breadth of experience

Service Delivery

Incident Response & Resolution

Priority	Severity	Response Time	Target Fix Time	Escalation Time
1	Critical	30 mins	1.5 hours	2 hours
2	High	1 hour	3 hours	4 hours
3	Medium	3 hours	8 hours	16 hours
4	Service Request	6 hours	N/A	N/A

Incident Prioritisation

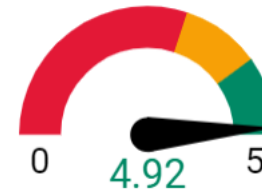
Priority	Severity
1	Critical – Failure of critical core infrastructure, Core WAN connectivity, Core Business Applications, Critical security incident
2	High – Multiple users affected, Single service outage, Single user with business critical issue
3	Medium – Single user affected or minor issue affecting multiple users, localised application errors
4	Service Request – Minor change or issue with no end user/business impact, Moves, Adds and Changes

Standard Operational Hours

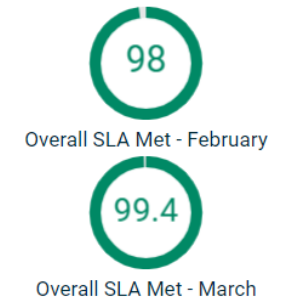
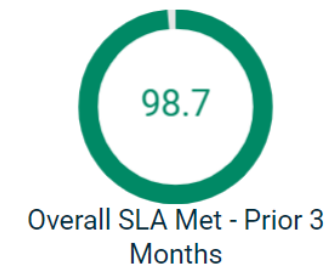
Element	Organisation Hours	Exclusions	Notes
Service Desk	8am to 6pm (Mon-Fri)	UK Bank Holidays	If required, we are happy to discuss extending std. hours

Advanced Service Monitoring

Survey Score Prior Month



SLA - First Response Summary



Outcomes For Our Customers



Increased Cost Saving



Increased Efficiencies



Improved Security Posture



Trusted Partnership



Greater Operational Officiencies



Peace Of Mind



Greater Compliance



Happier Staff



Improved Customer Experience



Increased Productivity



Reduced Risk



Valuable, actionable Insights