

## Company Overview

The Power of Team + Innovation = **Synovation**

Synergy Solutions is a premier provider of outsourced customer interaction solutions for some of the nation's leading corporations, including many Fortune 500 Companies. Headquartered in Phoenix, Arizona, Synergy specializes in "high-end, high-touch" programs in which the customer experience is essential to success.

We are committed to providing our clients with solutions to increase sales, decrease attrition, enhance customer delight and drive consumer loyalty. Utilizing flexible technology to enable speed to market in a dynamic environment, we partner with leading companies across a variety of industries to provide efficient, value-added solutions that lower costs and elevate the customer experience. Synergy offers the expertise, pricing and technical/analytical resources of a large corporation, while maintaining the innovation and agility typically found only in small, boutique companies. Synergy Solutions was founded by a team of industry veterans, each with an average of 20+ year's industry experience and proven results driving solutions at all levels of the organization. This expertise is enterprise-wide and extends to every corner of the company. Our Mission is based on the concept of "Synovation." Synovation can be defined as combining synergy and innovation. Our commitment to continuous improvement and our continual focus on systems, processes and people enable Synergy to lead our clients and employees into the next generation of customer contact solutions. Synergy Solutions is proud to be recognized as the leader in high quality customer interaction solutions and a creator of employment opportunities in the United States. Our seasoned team of professionals excel when it comes to providing clear, concise service for high value customer segments. Some of these segments include interaction with seniors, donors, high value customers, sensitive data interaction and professionals such as doctors and lawyers. Our Vision is to bring together the best people in the industry to provide superior service and valuable expertise, which propels our client partners to exceed their strategic goals.

### Service Options

Synergy Solutions offers a wide array of customer interaction solutions across the channel of preference for your customer inclusive of inbound and outbound phone, email, chat, IVR and social media. Our vast experience in all aspects of contact center management allows us to provide scalable, quality, cost-effective solutions for our prestigious client base. Synergy prides itself on its high customer retention, which is earned through our commitment to customer delight. Synergy offers both dedicated and shared staffing models in English and Spanish, 24/7/365.

### Market Experience

We have broad experience providing successful B2B and B2C customer engagement solutions for companies of all sizes ranging from the Fortune 500 to fast growth entrepreneurial organizations. Our core specialization lies in our ability to develop a high quality work-force that uses state of the art technology to develop customized contact center solutions for clients across a wide variety of industries.

### Service Centers

Synergy's contact centers and secure, redundant data center are all strategically located in the United States.



### Business to Business:

- Lead Qualification
- Lead Generation
- Appointment Setting
- B2B Sales
- Technical Support
- Customer Service
- Answering Service
- Database Verification
- Market Outreach
- Inside Sales Support
- Account Management

### Consumer Solutions:

- Customer Service
- Member/Donor Support
- Technical Support
- Retention
- Sales
- Up-sells/Cross-sells
- Surveys
- Activation and Welcome Calls
- Outreach
- Reminder Calls

### Service Solutions:

- Inbound Phone
- Outbound Phone
- Email
- Chat
- IVR Self Service
- Social Media
- Multi-Channel Integrated Solutions

### Compliance & Risk Mitigation

- PACE SRO Accreditation: TCPA, TSR, State Regs
- PCI Compliant
- HIPAA & CMS Compliant

### For More Information:

- ✉ sales@callsynergy.com
- ☎ 602-296-1600
- 🌐 www.synergysolutionsinc.com