## Support Services

Synergy have a team of dependable support professionals dedicated to rapidly resolving any issues you may have. From initial call logging

We operate a fulltime help desk operator Our technical support team are able

We are committed to providing you and your staff timely accurate and accountable support services and the information necessary to ensure you gain the maximum return from your investment.

Our helpdesk can assist with immediate problems and also use remote connection tools to assist you remotely with support. We also have onsite support for issues as required.

Summarised the support service we provide are:

- Phone / Modem / PCAnywhere / VPN / Fax / VNC (Remote support options)
- General Support Queries
- Issue Resolution
- Upgrades
- Data Investigation
- Workflow Consultation
- Report Customisation
- Timberline Documentation
- Report Development

*Operated during business hours our help desk can respond to your requests quickly and efficiently .*

## Custom Development

Synergy have progressively developed custom applications to the specific needs of their customers.

Whether it be a small component not currently available in Timberline, or a large multi function application, Synergy have an established and proven methodology for the development of new applications for our customers.

"InSynergy Web" is one such development and has created a web based, dashboard reporting module. This has enabled the managers of Synergy customers to access critical historical trends and reports irrespective of where they are throughout Australia or the world.

Putting the information into a sys-

### Report Development

tem is pointless if you can't get the required information out the other end. Although Sage Timberline has over 500 standard reports, no two businesses are the same and sometimes a report needs to be developed or customised to get the EXACT information.

Synergy conduct multiple training sessions on Crystal Reports and it integration into Timberline every year. Alternatively for those that don't need to learn but want the information, Synergy can develop your Crystal report, or even amend an existing report to reflect more precisely the information you require.

**Synergy Information Systems Pty Ltd**

**Constructing Your Business Success**

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# SYNERGY
## INFORMATION · SYSTEMS

# Professional Services Guide

## Synergy Information Systems

Constructing Your Business Success

Telephone: 1300 552 455
Email: sales@synergy-group.com.au

## Experience when it counts

For over twenty years the Synergy team have specialised in supplying, implementing and maintaining the leading accounting and workflow management solutions available for construction and volume home building organisations.

Synergy have unparalleled industry experience and IT knowhow. Our team members are a mix of:

- Certified Project Managers
- Quantity surveyors
- Accountants
- Civil Engineers
- Field Service and IT Professionals

All of which enables us to understand, evaluate, design and construct the solutions our clients need. In fact Synergy have now implemented accounting and operational solutions for over four hundred construction organisations throughout southern Australia.

By leveraging our knowledge and experience, you can plan and balance, the people, processes and technology required to maximize the potential profits within your construction organisation.

Our Industry experience will provide you:

⇒ Truly Integrated Solutions

⇒ Planned and successful Implementations,

⇒ Experienced professionals who can advise and assist you in achieving your future profit and productivity goals.

## Solution & Business Consulting.

Depending on your needs, draw on the experience of our Consulting Team for:

⇒ Financial Knowhow. Financial and Accounting best practice processes, GL systems design and setup and current Industry practice advice.

⇒ Solutions Experience. Why settle for an 80% fit. We can assist in design, selection and implementation of a solution to YOUR requirements

⇒ Advice regarding Change Issues, Best Practice Workflow and industry trends.

Our consulting team will help you securing the fastest return on your technology investment.

## Project Management.

Our qualified project managers are able to assist or lead your project to successful and measured outcomes.

Whether Synergy solutions are a component or the outcome an appointed Project Managers can:

⇒ Construct communication strategies to keep all parties informed as required,

⇒ Plan and mange resource and labour requirements,

⇒ Manage the costs and risks involved in the project,

⇒ Deliver the project on time and budget, successfully meeting the project goals

## Implementation and Integration.

Our Implementers are experienced, qualified, and trained professionals using a structured and proven processes of implementation and integration.

Implementation aligns and customises the solutions with your internal business workflow requirements and practices, it also includes data migration, product customistation, configuration and training (below).

Integration meanwhile refers to merging and synergising the solution into existing infrastructure and legacy systems.

Synergy have an implementation team able to deploy for small (1-5users) to large (50+ users) projects in one site or across multiple sites.

## Training.

Training is a critical factor in assessing the short and long term success of your project. Apart from initial training sessions, Synergy provide ongoing training in a number of formats specifically onsite, web based and in our training centers.

We also conduct Group Training sessions for our "Timberline User Group" , "TUG", conducted throughout the year on specific modules or requirements expressed across our users base.

We can also train the trainer so that knowledge can be retained inside your organisation for the future. All training is designed to optimized the learning experience.