



Managed Services

2025

Your business needs more

As a business owner or decision maker, you understand the imperative need for a robust online presence, which is not just about having a website but also about managing your entire digital infrastructure effectively.



Our services are tailored to ensure...



Your business excels
in different online
directories



You maintain a solid
reputation



You engage actively
with your customer
base.



Reputation Management

1

Review Response

Receive up to 50 review responses per month for just \$15/location, ensuring that your business maintains a positive and responsive online presence.

2


Additional Responses

For more active engagements, we offer additional responses at \$2 each, allowing you to address every customer feedback promptly.

3

Google Business Profile Posting

Increase your visibility spending just \$25 with a minimum of 5 Google Business Profile postings per month at a competitive rate, enhancing local search rankings.





Social Media Presence

1

Full-service Posting

We manage your social media content, ensuring consistent and high-quality posts that reflect your business's values and engage your audience.

2


Affordable Strategy

Our services are priced at \$25/location/month for timely and regular postings, with additional posts available at \$3 each.

3

Broaden Reach

Leverage our expertise to broaden your reach on social platforms, driving more traffic to your site and increasing brand awareness.





Managed Services Activities



Listings Management



Activity

New Location add in Synup (SLA - within 12 business hours)

What's included

Add information - Phone Number, Business description, website, opening date, operating hours, special hours, images, cover images, booking link, virtual booking link, payment method, GMB Services.




Activity

Existing location edit and update information (SLA - within 12 business hours)

What's included

Edit Information - Phone number, business description, website, operating hours, special hours, images, cover images, booking link, virtual booking link, payment method, GMB services, temporary closed hours update.





GMB Add-on Update



Activity

Medical Insurance (SLA - within 12 business hours)

What's included

Add or remove Medical Insurance as per information shared



Activity

Custom Attributes Management (SLA - within 12 business hours)

What's included

Keep custom attributes updated






Google Support Assist



Activity

Connecting with Google support team for resolving the concerns related to location details (activities not dependent to Synup UI)

What's included

- Google support on queries which are supported/provided by Google My Business
 - Located-in business address details correction, as this is auto added by google. Work with Google support to get the located-in corrected / removed.
 - Reporting Multiple images / cover images to google support which are incorrect / inappropriate as and whenever needed.
 - Adjusting location pinpoints, whenever needed.
- 




Audit



Activity

Set workflow and process for monthly and quarterly manual audit activity

What's included

- 5th of every month sharing Profile Analytics of all locations
 - Quarterly sharing Brand Audit Report
 - Quarterly sharing Listing data Audit Report
- 



Additional Activities



Activity

Apple Business
Connect

What's included

Connecting with
Apple support team
for apple maps audit
and location updates.



Activity

Suggest edit rejection
workflow set for
rejecting user data (SLA -
within 48 business hours)

What's included

Synup has setup workflow to reject
user edits suggest via google by
users. This activity was add
because Business hours frequently
edited by local guides/users




Activity

Posts (SLA - within 24
business hours)

What's included

Gueesting and Creating
post in Synup



Support Packages

Features and Services	Standard Support
Initial Response Time (During Business hours)	P1 cases: 90 mins P2 cases: 120 mins P3 cases: 180 mins
Service Hours (EST Business Hours)	24/5
Support Languages	English
Channels of support	Email and Phone
Dedicated CSM	Yes
Access to Synup Knowledge Base https://support.synup.com/hc/en-us	Yes
Standard Support	Yes
Monthly number of Managed Hours	10
Additional Managed Services Hours	\$55/hour

Standard Support
\$250/month

Support Packages

Features and Services	Standard Support
Initial Response Time (During Business hours)	P1 cases: 30 mins P2 cases: 60 mins P3 cases: 90 mins
Service Hours (EST Business Hours)	24/5
Dedicated Service support (EST Business hour)	12/5
Support Languages	English
Channels of support	Email, Chat, and Phone
Dedicated Slack Channels	Yes
Dedicated CSM	Yes
Access to Synup Knowledge Base https://support.synup.com/hc/en-us	Yes
Premium Dedicated Support	Yes
Monthly number of Managed Hours	20
Additional Managed Services Hours	\$45/hour

Premium Support
\$500/month