



# 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

Guesting and Creating post in Synup

# Support Packages

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

**Standard Support**  
\$250/month

# Support Packages

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

**Premium Support**  
\$500/month