



## SERVICE WORKORDER

**SYNERGY IT SOLUTIONS INC.**  
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**CUSTOMER :** Guidewire Software  
**Att :**

**SITE ADDRESS :**  
5600 Explorer Drive, Suite 202,  
Mississauga Ontario, Canada L4W  
4Y2

**Work Order No.** 600010683

**Work Order Date :** 30 May, 2017  
**Tech Assigned :** Hiren

### SCOPE OF WORK

1. Move the network devices back in the Server Room.
2. Connect them again as before.

**Terms and Conditions** - Synergy IT will not be responsible for any unexpected error or system crash that may occur during troubleshooting and/or Hardware/Software/ Network upgrade etc. resulting in a permanent loss of programs and data on Customers hard drive. It is Customers responsibility to provide uncorrupted restorable back-up on appropriate electronic media. In no event will Synergy IT be liable for any damages or loss of profits resulting from any downtime. Best efforts will be made to resolve the issues.

### WORK PERFORMED

- Moved all the network devices back in Server Room.
- Connected them again as they were connected before and powered them on by connecting them to PDU.
- Verified all connections with Neilson Wong, Sr. Network Engineer by having telephonic conversation & webex meeting with him during 12PM to 3PM.
- Made few additional connections as per his instructions.

**Parts (if used)** → Taken few photographs to send them to him in email.

Date : MAY 30, 2017 Time in : 10:00 AM Time out : 3:00 PM

By signing below Customer agrees that work performed is to his/her satisfaction. There will be minimum one hour service charge billable. Additional time will be billed half-hourly. Travel charges will be applicable.

**SIGNED BY (Print Name) :**

Angi Smith

**SIGNATURE :**

Angi Smith

Authorized Business Partner

Microsoft

vmware

CITRIX

IBM

CISCO

hp

xerox

LEXMARK