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# Press Release

## Synergy Solutions to provide job opportunities in local community

Scottsdale, AZ – January 23, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announced it has been awarded a contract by a leading health organization that insures over 100 million people, or one-in-three-Americans, to handle inbound inquiries from plan members for out-of-network provider locator searches. This three year contract was awarded in December of 2008 and operations are scheduled to begin in April 2009.

Synergy's call center facility in Bemidji, MN will be supporting the health organization's program.

Synergy has been operating in the Bemidji area since 2002. The 120-seat state-of-the-art customer contact center is located at 1018 Industrial Park Dr. SE in Bemidji. The center currently employs professional customer contact representatives, providing services for Synergy's clients in the healthcare, insurance and financial services industries. With 120 workstations, at full capacity, up to 40 more employees will be needed for the healthcare organization's operation. Continuing their commitment to the local area, Synergy is expecting to expand the center's workforce to 140 employees within the next 3 months. Local recruitment efforts are expected to begin in early February. Wages start at \$8.25 per hour.

"The entire Bemidji team is very excited about this program and Synergy's ability to support the local community and provide local job opportunities in the area at a much needed time," said Tina Lisell, Regional Operations Manager.

Corey Conklin, Founder and Chief Operating Officer of Synergy stated, "Synergy is delighted to have been awarded the contract by this leading healthcare organization. For the past six years, Synergy's Bemidji facility has demonstrated superior sales and customer support for many of our clients and will continue to provide the same excellent service to the healthcare organization's program."

For more information:

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*Synergy Solutions, headquartered in Scottsdale, Arizona, is a supplier of outsourced teleservices solutions. Synergy Solutions provides client interaction solutions for many of the nation's largest companies and has experience across many industries including financial services, healthcare, insurance, telecommunications, and publishing. The Company's strength lies in its ability to offer program expertise and technical resources of a large outsourcer while being able to maintain the customized hands-on management style typically found only in small companies. The Company is a Platinum member of the American Teleservices Association (ATA) and committed to the future of the teleservices channel. Synergy Solutions operates call centers in Phoenix, AZ; Milbank, SD; Johnson City, NY; Bemidji, MN; International Falls, MN; Fort Kent, ME and Pensacola, FL.*

*Synergy Solutions' headquarters are located at 16435 N. Scottsdale Road, Suite 130, Scottsdale,, Arizona, 85254. For more information about Synergy Solutions, contact Lori Fentem at 1-800-547-0504. You may also email at [info@callsynergy.com](mailto:info@callsynergy.com) or visit [www.synergysolutionsinc.com](http://www.synergysolutionsinc.com).*

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# Press Release

## Synergy Solutions to provide job opportunities in local community

Scottsdale, AZ – January 28, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announced it has been awarded a contract by a leading health organization that insures over 100 million people, or one-in-three-Americans, to handle inbound inquiries from plan members for out-of-network provider locator searches. This three year contract was awarded in December of 2008 and operations are scheduled to begin in March 2009.

Synergy's call center facility in Johnson City, NY will be supporting the healthcare organization's program 24x7 and will provide services in both English and Spanish languages.

Synergy has been operating in the Binghamton area since 2000 and recently expanded the facility in response to their continued growth in demand from Synergy's client base. The Johnson City center, a state-of-the-art customer contact center which occupies 16,000 square feet, is located at 701 Azon Road in Johnson City, NY. The center currently employs professional customer contact representatives, providing services for Synergy's clients in the healthcare, insurance, telecommunications and financial services industries. With 175 workstations, at full capacity, up to 55 more employees will be needed for the healthcare organization's operation. Continuing their commitment to the local area, Synergy is expecting to expand the center's workforce to over 200 employees within the next 3 months. Local recruitment efforts are expected to begin immediately. Wages start at \$8.50 per hour.

"The entire New York team is very excited about this program and Synergy's ability to support the local community and provide local job opportunities in the area at a much needed time," said Ron Gruss, Johnson City Center Manager.

Corey Conklin, Founder and Chief Operating Officer of Synergy stated, "Synergy is delighted to have been awarded the contract by this leading healthcare organization. For the past eight years, Synergy's Johnson City facility has demonstrated superior sales and customer support for many of our clients and will continue to provide the same excellent service to the healthcare organization's program."

For more information:

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# Press Release

## Exceptional Quality Earns Synergy Solutions MVP Silver Quality Award

Scottsdale, AZ – February 18, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, has been named a recipient of a 2008 Silver MVP Quality Award from Technology Marketing Corporation (TMC®)'s Customer Inter@ction Solutions® magazine. This is the fifth consecutive year Synergy has been recognized for its exceptional quality.

For 16 years, Customer Inter@ction Solutions magazine has honored companies that have exemplified the highest commitment to quality, excellence and customer service with an MVP Quality Award. All applicants for this award must present a 16-point essay describing an actual and verifiable case study of a specific teleservices program and its results, detailing policies on quality, core values and procedures, including human resources, technologies, customer services, ergonomics and public image that are used to establish, sustain and measure the program's quality. Judging involved assigning a numerical point value from one to ten for each of the 16 evaluation points.

"The award application process was arduous," remarked Synergy president, Lori Fentem, "but it challenged us to think through how and why we do what we do for our customers – things like how we measure customer satisfaction, what makes it easy to do business with our firm and what we do to demonstrate our commitment to quality."

Synergy's case study focused on a strategic and innovative solution for a premier provider of identity theft, privacy and consumer protection services in which Synergy's goal was to retain the customers that called in to cancel the client's product. Synergy provides inbound and outbound call center services for this client and has done so since 2002.

*About TMC:*

*Technology Marketing Corporation (TMC®) publishes Customer Inter@ction Solutions magazine. For more information about visit: [www.tmcnet.com](http://www.tmcnet.com).*

*About Synergy Solutions, Inc.*

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# Press Release

## Synergy Solutions Ranks in Top 50 Outbound Teleservices Agencies

Scottsdale, AZ – March 11, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announced today that Technology Marketing Corporation (TMC®)'s Customer Inter@ction Solutions® magazine has ranked Synergy as one of the 2009 Top 50 Teleservices Agencies in Outbound Teleservices. This is the seventh consecutive year Synergy has been recognized with the Top 50 award.

Customer Interaction Solutions magazine's exclusive Annual Top 50 Teleservices Agencies Ranking recognizes the top outbound and inbound teleservices agencies, both domestic and international, well as interactive inbound, as measured by the amount of billable teleservices minutes they have completed during the past year.

"The Top 50 Teleservices Agencies list offers our readers the most credible and verifiable ranking of companies. It is truly the benchmark for choosing large-size teleservices agencies," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of Customer Interaction Solutions.

The Top 50 Outbound Teleservices Agencies rankings are published in the March 2009 issue of Customer Interaction Solutions magazine.

### *About TMC:*

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### *About Synergy Solutions, Inc.*

*Synergy Solutions, headquartered in Scottsdale, Arizona, is a supplier of outsourced teleservices solutions. Synergy Solutions provides client interaction solutions for many of the nation's largest companies and has experience across many industries including financial services, healthcare,*

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# Press Release

## Synergy Solutions Ranks in Top 50 Inbound Teleservices Agencies

Scottsdale, AZ – March 26, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announced today that Technology Marketing Corporation (TMC®)'s Customer Inter@ction Solutions® magazine has ranked Synergy as one of the 2009 Top 50 Teleservices Agencies in Inbound Teleservices. This is the seventh consecutive year Synergy has been recognized with the Top 50 award.

Customer Interaction Solutions magazine's exclusive Annual Top 50 Teleservices Agencies Ranking recognizes the top outbound and inbound teleservices agencies, both domestic and international, well as interactive inbound, as measured by the amount of billable teleservices minutes they have completed during the past year.

"The Top 50 Teleservices Agencies list offers our readers the most honest and reliable ranking of companies. It is truly the benchmark for choosing large-size, large-capacity teleservices agencies," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of Customer Interaction Solutions.

The Top 50 Inbound Teleservices Agencies rankings will be featured in the April 2009 issue of Customer Interaction Solutions magazine.

### *About TMC:*

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### *About Synergy Solutions, Inc.*

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*insurance, telecommunications, and publishing. The Company's strength lies in its ability to offer program expertise and technical resources of a large outsourcer while being able to maintain the customized hands-on management style typically found only in small companies. The Company is a Platinum member of the American Teleservices Association (ATA) and committed to the future of the teleservices channel. Synergy Solutions operates call centers in Scottsdale, AZ; Milbank, SD; Johnson City, NY; Bemidji, MN; Fort Kent, ME and Pensacola, FL.*

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# Press Release

## Synergy Solutions Appoints McGrath as CEO

Scottsdale, AZ – Effective July 20, 2009, Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announces the appointment of Mark McGrath to the role of Chief Executive Officer. Mark will join Synergy's co-founders Lori Fentem (President) and Corey Conklin (COO) as the company continues its strategic focus on growing its contact center operations in the United States.

The addition of McGrath will allow the Synergy team to align their focus with their unique abilities, while creating additional bench-strength to pursue the company's growth objectives. Under McGrath's leadership, Synergy will continue to provide world class service to its client partners, while focusing on people and technology solutions to offer a wider array of services.

McGrath brings to Synergy nearly 18 years of leadership experience at IBM where he served in the roles of Vice President of IBM.com and IBM Direct. Most recently, McGrath served as President of North America and Asia Pacific for Insight Enterprises, a leading provider of Information Technology products and services. In this role, McGrath was responsible for a \$3.5B P&L and over 3500 employees.

"I am personally thrilled to have the opportunity to work with a leader of Mark's caliber and I can't wait to see where the synergy of our collective talents will take us" commented Synergy Solutions president, Lori Fentem.

McGrath will operate from Synergy Solutions' corporate headquarters in Scottsdale, Arizona.

### *About Synergy Solutions, Inc.*

*Synergy Solutions, Inc., headquartered in Scottsdale AZ, specializes in providing innovative customer contact solutions on behalf of Fortune 500 companies in a variety of industries, including healthcare, insurance, financial services, telecommunication and publishing. Synergy Solutions utilizes proven acquisition and retention techniques to solidify and expand customer relationships through the use of intelligent people and emerging technology. Synergy Solutions has facilities in Scottsdale, AZ; Johnson City, NY; Fort Kent, ME; Pensacola, FL; Bemidji, MN; Milbank, SD; and Dallas, TX.*

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# Press Release

## Synergy Solutions Makes the 2009 Inc. 5000 List

Scottsdale, AZ – August 12, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announced today it was named one of the 5000 fastest-growing private companies in America by Inc. magazine. The Inc. 5000 list measures revenue growth for U.S.-based, privately held, independent companies. Growth is measured by gross income and revenue.

This distinguished list has served as evidence of the significant accomplishments of entrepreneurial companies in America. As an Inc. 5000 honoree, Synergy Solutions shares a prestigious pedigree with some of the most successful business in American, which over the years honorees have included Microsoft, Timberland, Intuit, Jamba Juice, Oracle and UnderArmour.

This year's list is Inc.'s biggest yet by a number of measures. Total revenue of the 5000 companies that made this year's list tops \$214 billion, up 16 percent from last year. Median annual revenue has crept up to over \$10 million, and for the first time the list's total employment count exceeds one million. Complete results of the Inc. 5000, including company profiles and a list of the fastest-growing companies that can be sorted by industry and region can be found at <http://www.inc.com/inc5000/index.html>.

"We are proud to be ranked among the Inc. 5000. It is an honor and a testament to Synergy's hard work, dedication and our commitment to growth to meet the demand for high quality, US-based sales and customer care," said Lori Fentem, Synergy Solutions President. "Our growth is driven by a strong need in the marketplace for high quality sales and service to maximize the customer experience. While customer interaction by telephone has often been considered a price driven commodity, many companies understand the value proposition that is delivered by a quality customer interaction.

*About Inc.com*

*[Inc.com](http://www.inc.com), the website for Inc. magazine, delivers advice, tools, and services, to help business owners and CEOs start, run, and grow their businesses more successfully. You'll find information and advice covering virtually every business and management task, including marketing, sales, finding capital, managing people, and much, much more.*

About Synergy Solutions, Inc.

[Synergy Solutions, Inc.](#), headquartered in Scottsdale AZ, specializes in providing innovative customer contact solutions on behalf of Fortune 500 companies in a variety of industries, including healthcare, insurance, financial services, telecommunication and publishing. Synergy Solutions utilizes proven acquisition and retention techniques to solidify and expand customer relationships through the use of intelligent people and emerging technology. Synergy Solutions has facilities in Scottsdale, AZ; Johnson City, NY; Fort Kent, ME; Pensacola, FL; Bemidji, MN; Milbank, SD; and Dallas, TX.

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# Press Release

## Synergy Solutions Receives 2009 ContactCenterWorld.com Top Outsourcer Award

Scottsdale, AZ – November 16, 2009. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, announced today it has received ContactCenterWorld.com's 2009 Top Outsourcer Award. This prestigious award acknowledges the best in the industry and looks at various qualifications, such as number of agents, percentage growth of sales revenue and growth of seats and automated call volume, across three categories – inbound, outbound and blended.

Synergy Solutions has been ranked in the top 10 Blended Outsourcers in multiple categories, including growth of sales revenue, growth of seats, email volume and number of business to business, business to consumer and agents serving the Americas.

Mark McGrath, CEO of Synergy Solutions, said, "Receiving the Top Outsourcer Ranking Awards listing is an honor and we are proud to be acknowledged as one of the best outsourcers in our industry. This award is a testament to Synergy's outstanding performance and commitment to our clients and a measurement of our success."

Full details of the Top Outsourcer Rankings for 2009 can be found by clicking [here](#).

*About ContactCenterWorld.com*

[ContactCenterWorld.com](http://ContactCenterWorld.com), the conference, research and on-line magazine for the contact center industry is a resource for contact center professionals around the world.

*About Synergy Solutions, Inc.*

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