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Press Release

Exceptional Quality Earns Synergy Solutions MVP Silver Quality Award

Scottsdale, AZ – February 25, 2010. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, has been named a recipient of a 2009 Silver MVP Quality Award from Technology Marketing Corporation (TMC®)'s *Customer Interaction Solutions*® magazine. This is the sixth consecutive year Synergy has been recognized for its exceptional quality.

Customer Interaction Solutions magazine recognized companies that have exemplified the highest commitment to quality, excellence and customer service with an MVP Quality Award. Again this year, a select group of contact center industry standouts have been bestowed with MVP Quality Awards in various categories.

"The award application process required an extensive review of our quality processes," remarked Synergy President, Lori Fentem, "but it challenged us to take a critical look at what we do to ensure customer delight with each and every interaction. We recognize that the customer experience is what defines if we are truly delivering on our value proposition and we are so proud to be recognized for our unwavering commitment to quality."

The 17th Annual MVP Quality Award winners will be published in the February 2010 issue of *Customer Interaction Solutions* magazine, www.cismag.com.

The award application included a case study that exemplified Synergy's quality initiatives as demonstrated through a program implementation. Synergy's case study outlined a 2009 program launch featuring many complex technology, staffing and training components. This inbound live agent and IVR solution creates a customized provider locator solution for a large national network of health insurance plans that collectively services over 100 million members. Synergy was selected to build a sophisticated set of technology tools to facilitate the provider search, as well as recruit, train and manage a large team of Customer Contact Representatives. Synergy provides service on this program, both in English and

Spanish, from two contact center locations, 24/7/365, and consistently exceeds the client's high standards for interacting with their members.

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 and elevate the service experience 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.

Technology Marketing Corporation (TMC®) publishes [Customer Interaction Solutions magazine](#). For more information visit: www.tmcnet.com.

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