

# RETAIL CHANNEL SOLUTIONS

## Synergy Solutions = Power of Team + Innovation

*Synergy Solutions is a premier provider of outsourced customer interaction solutions for some of the nation's leading corporations, including many Fortune 500 Companies.*

Headquartered in Phoenix, Arizona, Synergy specializes in "high-end, high-touch" programs in which the customer experience is essential to success. We are committed to providing our clients with solutions to increase sales, decrease attrition, enhance customer delight and drive consumer loyalty.

Utilizing flexible technology to enable speed to market in a dynamic environment, we partner with leading companies across a variety of industries to provide efficient, value-added solutions that lower costs and elevate the customer experience.

*Synergy offers the expertise, pricing and technical/analytical resources of a large corporation, while maintaining the innovation and agility typically found only in small, boutique companies.*

Synergy Solutions was founded by a team of industry veterans, each with an average of **20+ year's industry experience and proven results driving solutions at all levels of the organization.**

This expertise is enterprise-wide and extends to every corner of the company.

Our Mission is based on the concept of "Synovation." Synovation can be defined as combining synergy and innovation. Our commitment to continuous improvement and our continual focus on systems, processes and people enable Synergy to lead our clients and employees into the next generation of customer contact solutions.

Our Vision is to bring together the best people in the industry to provide superior service and valuable expertise, which propels our client partners to exceed their strategic goals in the retail channel industry.

## Service Options

Synergy Solutions offers a wide array of multi-channel customer interaction solutions.

Our vast experience in all aspects of contact center management allows us to provide scalable, quality, cost-effective solutions for our prestigious client base. Synergy prides itself on its high customer retention which is earned through our commitment to customer delight.

Synergy offers both dedicated and shared staffing models and 24/7/365 coverage hours. In addition to our traditional "brick and mortar" centers, Synergy has partnered with premier technology providers to offer a secure and stable work at home environment.

**Synergy provides client interaction solutions for many of the nation's largest organizations including many Fortune 500 companies.**

### Experience Includes:

- Retail and E-commerce Customer Interaction
- Sales: Consultative and Order Entry
- Customer Care
- Customer Retention
- Sales to Service
- Technical Support
- Call Triage
- Up-sells and Cross-sells
- Receivables Management

### Solutions Include:

- Multi-Channel Customer Interaction
  - Inbound and Outbound Live Agent Support
  - Email and Chat Support
  - Self-Service IVR
- Bilingual Support (Spanish)
- Consumer and Business to Business
- Overflow, Seasonal, After-Hours Support
- Disaster Recovery Solutions

## Service Centers

Synergy operates from six contact center locations, all strategically located in the US, with a redundant, secure data center in Dallas, Texas.

Synergy offers fully bilingual contact centers in Arizona, Florida and New York.

For More Information:

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