

DATA BREACH SOLUTIONS

Synergy Solutions = Power of Team + Innovation

Synergy Solutions has developed a unique specialization in the support of Data Breach Programs, which are unique in their short course and highly sensitive nature. We handle these highly sensitive inbound calls from breach affected populations who are calling to enroll in a credit monitoring product, to receive assistance with web enrollment or to ask general questions about the data breach incident and/or credit monitoring and identity theft.

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.

For More Information:

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Data Breach Response Center

- Front-line Triage Calls; Interaction with Affected Breach Population
- Telephonic Enrollment in Credit Monitoring Products (Offline & Online)
- Customer Assistance with Online Enrollment
- Interaction Experience: Customers, Cardholders, Seniors, High-Net Worth Individuals, Patients, Employees & Students

Fraud Prevention & Credit Monitoring

- Inbound Sales & Enrollment Processing
- Inbound Customer Service: Post Enrollment Support & Retention Calls
- Outbound Product Sales

Service Options

Synergy Solutions offers a wide array of inbound and outbound 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 services staffing models and expanded coverage hours. Synergy has partnered with premier technology providers to offer a secure and stable **work at home environment in addition to our traditional "brick and mortar" centers.**

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

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 boasts a fully bilingual (English-Spanish) contact center in Phoenix, Arizona.

