

Contact:

Lori Fentem, President

Synergy Solutions, Inc.

16435 N. Scottsdale Road, Suite 130

Scottsdale, Arizona 85254

(602) 296-1600 ph; (480) 383-6301 fax

[lfentem@callsynergy.com](mailto:lfentem@callsynergy.com)

[www.synergysolutionsinc.com](http://www.synergysolutionsinc.com)

# 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.*

*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 Scottsdale, 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).*

*###*