



Working With Synergy Technology

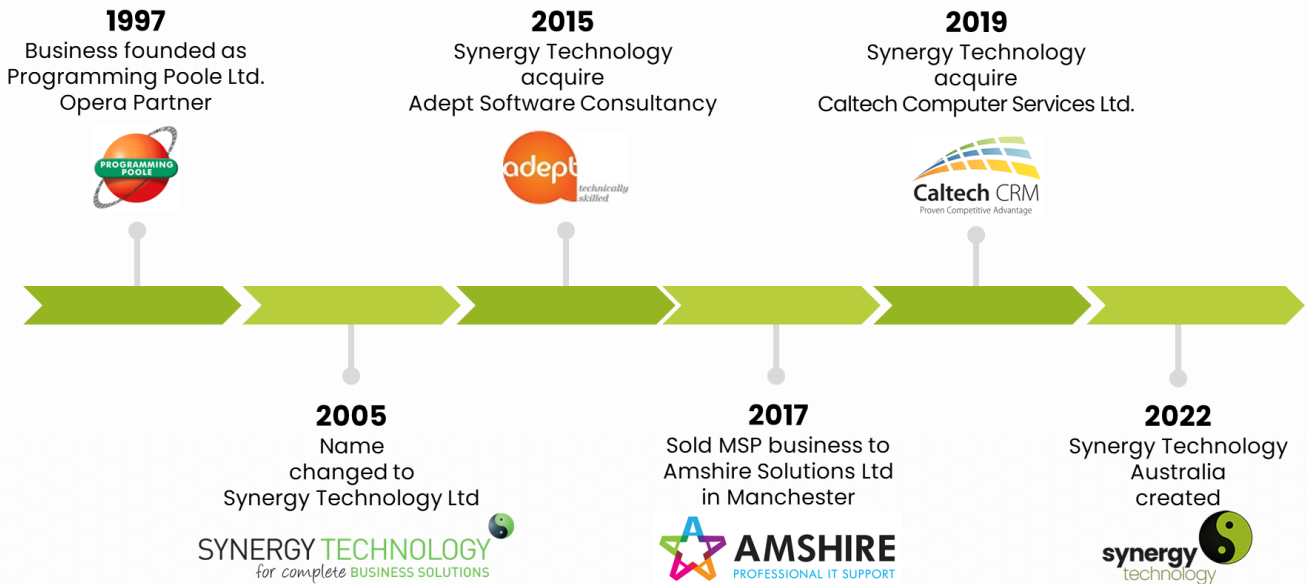


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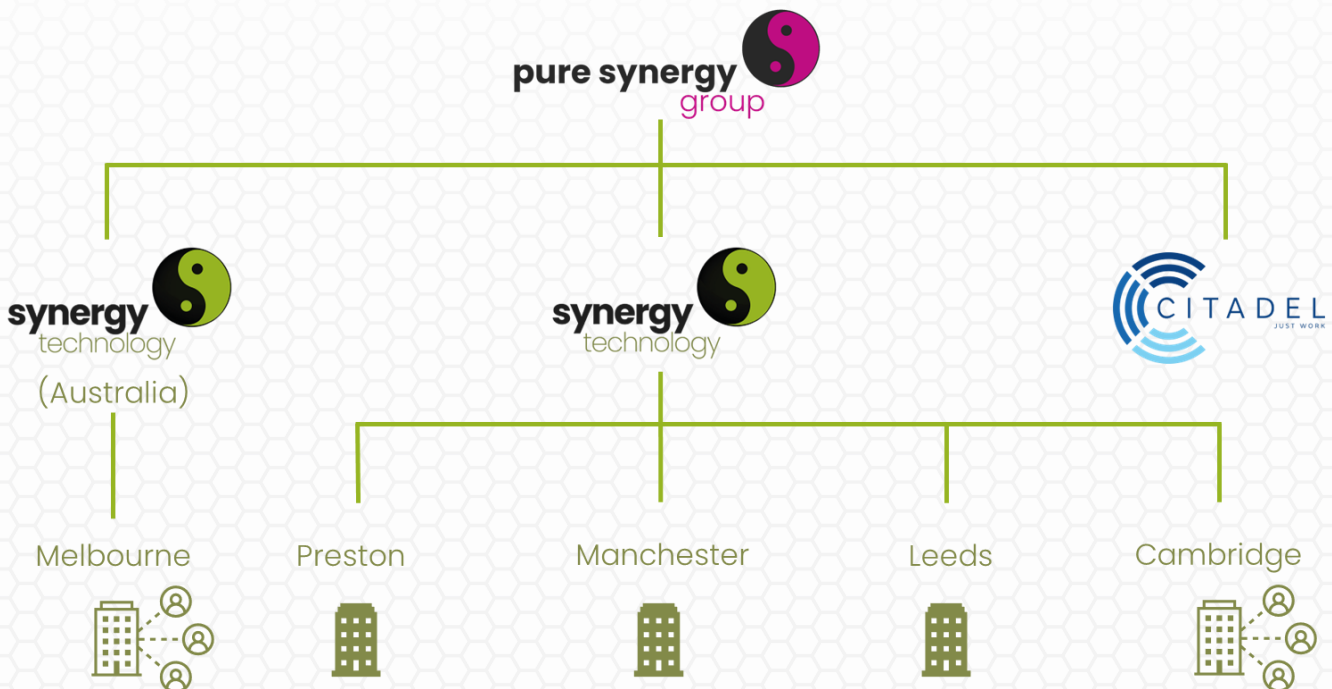
Who are Synergy Technology?

Formed in 1997, Synergy Technology Ltd is a business application specialist with offices in Manchester, Preston, Leeds and Cambridge in the UK, and Melbourne in Australia.

Company Timeline



Group Structure



Who are Synergy Technology?

Synergy Technology has a 30+ strong team, averaging over 15 years of industry experience. We have over 200 customers in the UK & worldwide, and the vast majority of our customers have been with us for many years.

Our customers stay with us because they recognise the value our partnership brings to their businesses.



Working in conjunction with industry leading companies such as **Microsoft, Pegasus** and **SuperOffice**, Synergy Technology designs and implements a range of products and services to support the SME business market.

These professional partnerships bring with them the peace of mind that our products, services and our support is provided with a high level of sustainability, integrity and robustness.

We specialise in business applications covering CRM, Sales, Service, Finance, Payroll, Distribution & Manufacturing. We employ people with experience in these fields, so we understand our customers and their challenges.

We know that IT is an enabler that can maximise the potential of a good business when it works well or can be a barrier to growth when it does not.



What do we do?

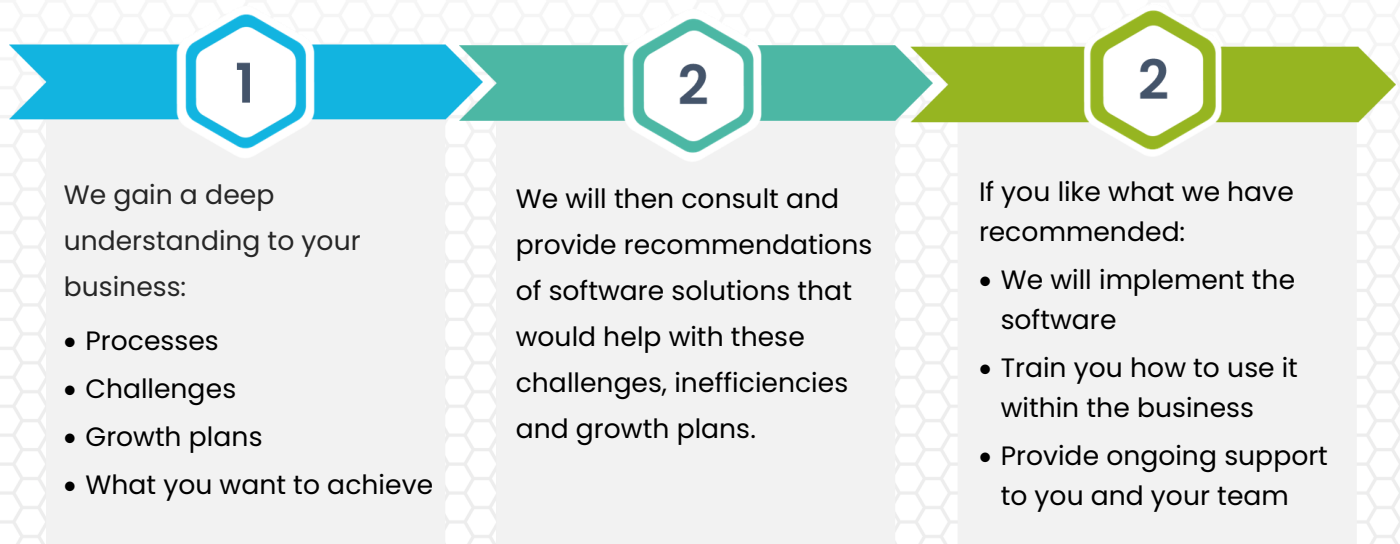
At Synergy Technology we recognise that the most effective solutions come from working together – and having an IT strategy that is integrated within the core pillars of any business.

We offer a **comprehensive** and **supportive** service by developing the initial idea, supporting the selection process, delivering implementation and then providing on-going support. We have a wealth of knowledge and experience that can be used to the benefit of clients and potential clients alike, and we aim to be a one-stop source for **advice, training** and **partnership**.

By remaining at the forefront of developing technology and maintaining a commercial focus and understanding of how business needs IT to perform, Synergy Technology continues to develop a portfolio of new products that meet our client business requirements and are consequently beneficial to all our clients.

We are **Friendly** and **Accessible** Experts.

What does **that mean**?



Our Partners



Microsoft Dynamics 365
Business Central



How do we do it?

Our People

We recognise that people are one of the main assets of any business; we employ the best in order to be the best and with such a diverse group of people with a huge range of knowledge and experience, we believe we achieve this. We are only as good as our weakest team member, so we focus on continual professional development throughout the company, and have invested in the Synergy Technology Apprenticeship Scheme.

Our team are flexible and reliable and can move projects ahead at a fast pace, without losing quality standards. True professionals that never compromise on quality and who understand that by putting the collective goals ahead of personal glory allow our customers an outstanding service.

Each and every team member is respected and his or her contribution is considered important in turning the wheels of Synergy Technology. We encourage our team to think outside the box and to always look for new ways to improve our customer's experience of Synergy Technology.

We are proud of the fact that we have a high staff retention rate that allows us to build sustainable relationships that work well for us.

Our Ethos

We care about what we do and how we do it. We have a clear focus on developing the best solution for our clients, offering the most knowledgeable and comprehensive advice and guidance. We treat our customers exactly as we would wish to be treated ourselves; with respect, professionalism and integrity. IT can be key to the success of any business and we want to be there to help our customers grow and prosper.

IT can also be a frustration when not working as our customers would like, so and we're also here to help reduce our customers' IT frustrations as much as possible. We believe clear and concise communication through the right channels is key to solving our customers' problems, and by correctly documenting processes it will help save time solving customer issues.



Our Core Ethical Values

Integrity

- We always act in good faith
- We deliver what we say we will deliver based on well-defined actions
- We adhere to process and procedures
- We respect confidentiality at all times

Impartiality

- We always deliver what is best for the client
- We are always fair and impartial

Respect

- We treat others as we expect to be treated ourselves
- We consider how our actions will affect others
- We respect and understand differences in opinions or views
- We recognise and value people's contributions
- We deliver feedback on performance and effort

Responsibility

- We are always responsible for our actions and the affects it has on others
- We act quickly on anything we are accountable for
- We continually communicate to all stakeholders

Our DNA

Informs everything we do, if we do not embody what is set out below, we do not do it.

- Integrous
- Proactive
- Innovative
- Knowledgeable
- Accountable



Why work with **Synergy Technology**?

Expertise and Experience

Synergy Technology has specialised knowledge and over 25 years of experience in designing, implementing, and managing complex IT solutions. We are well versed in integrating different technologies to meet specific business needs.

Customisation & Tailoring

Synergy Technology can help customise software solutions to fit your organisation's unique requirements. We can adapt existing software or integrate multiple solutions to create a seamless workflow.

End-to-End Solution Design

We can design a comprehensive solution that addresses not only the software itself but also the hardware, network, security, and other components necessary for a complete and functional system.

Risk Mitigation

We can help identify and mitigate potential risks associated with software implementation, such as compatibility issues, data migration challenges, and security concerns.

Project Management Expertise

Synergy Technology have years of project management experience, and robust, proven systems to help plan, execute, and monitor the implementation process, ensuring that the project stays on track and within budget.

Integration Testing and Validation

We perform rigorous testing to ensure that all components of the solution work together seamlessly and meet performance and reliability requirements.



Support and Maintenance

Our application support service, SynergyCare, is designed around the clients and their individual users. Our consultants deliver a full range of tailored support coupled with exceptional responsiveness and accountability.

Scalability and Future-Proofing

We can design solutions with scalability in mind, allowing for future growth and expansion without costly reconfigurations.

Compliance and Security Considerations

We are knowledgeable about industry-specific compliance requirements and can help ensure that the implemented solution meets all necessary standards.

Since 1997, we have implemented hundreds of ERP and CRM solutions of differing complexity that have helped improve business performance by identifying opportunities for improvement and growth.

We have the scalability, knowledge and experience to offer the most relevant software solutions for your business needs and our highly responsive technical helpdesk works pro-actively to ensure any queries you have are resolved efficiently and effectively.

Give us a call today, and we can discuss how we can collaborate and share success together.

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