

# Synergy SKY Services

With Synergy SKY® Support, your business can rest assured that your collaboration investment is in good hands, with a global team of highly trained experts available to support your company.

## Expand Your Options with Synergy SKY Partner Services

Synergy SKY offers a flexible approach to implementation and support. In addition to our own team, you can leverage the expertise of our certified Synergy SKY partners.

**Expert Installation:** Benefit from the skills of a certified Synergy SKY partner to ensure a smooth and efficient installation of your solution.

**Level 1 Support:** Our partners can provide Level 1 product support, freeing up your internal IT resources for more complex issues.



## Synergy SKY Partner Network: Your Trusted Collaboration Experts

We've meticulously selected a network of collaboration-focused partners. These companies are dedicated to helping you get the most out of Synergy SKY products through:



### **Sales**

Expert guidance to find the perfect solution for your needs.



### **Implementation**

Seamless setup and configuration of your Synergy SKY system.



### **Support**

Access to Level 1 support to answer your questions and troubleshoot minor issues.

## Finding the Perfect Partner

### **Connect with a Favorite Partner:**

Do you already have a trusted technology partner? Many of them are certified Synergy SKY partners.

### **Partner Matching Service:**

Our sales specialists can help you find the ideal Synergy SKY partner based on your specific requirements.

By choosing Synergy SKY Partner Services, you gain access to a wider range of expertise and ensure a successful collaboration experience.

# SYNERGY SKY INSTALLATION SERVICES

## **BASE**

Synergy SKY BASE installation service is designed for organizations deploying the Synergy SKY management suite for up to 100 rooms. Our remote deployment specialists are dedicated to walk you through getting your environment installed and configured per your unique specifications. This installation package includes assistance with initial requirements gathering and steps you through integrating the Synergy SKY platform into your current collaboration meeting workflow. Synergy SKY deployment experts will help you configure the meeting workflows that matter to you and ensure that your team can modify your configuration as your needs change.

## **PLUS**

Synergy SKY PLUS installation service is designed for organizations deploying the Synergy SKY management suite for more than 100 rooms. Our remote deployment specialists are dedicated to walk you through getting your environment installed and configured per your unique specifications. This installation package includes assistance with initial requirements gathering and steps you through integrating the Synergy SKY platform into your current collaboration meeting workflow. The installation process will also help prepare your deployment for bulk-imports of devices and ensure that the sizing of your environment is appropriate for the scale of your expected meeting traffic.

Both installation services levels ensure you are properly configured to use the Synergy SKY CONNECT cloud service.

## **GOVERNMENT STANDARD**

Synergy SKY CONNECT for Government (Standard) Installation service is designed for organizations deploying the on-prem Synergy SKY CONNECT for Government Suite up to 100 rooms. Our remote deployment specialists are dedicated to walk you through getting your environment configured per your unique specifications. This installation package includes assistance with initial requirements gathering and steps you through integrating the Synergy SKY platform into your current collaboration meeting workflow. Media servers cluster will be sized and configured to ensure proper operation at scale.

## **GOVERNMENT 100+**

Synergy SKY CONNECT for Government (100+) Installation service is designed for organizations deploying the on-prem Synergy SKY CONNECT for Government suite for more than 100 rooms. This installation package includes assistance with initial requirements gathering and steps you through integrating the Synergy SKY platform into your current collaboration meeting workflow. The installation process will also help prepare your deployment for bulk-imports of devices and ensure that the sizing of your environment is appropriate for the scale of your expected meeting traffic. Media servers cluster will be sized and configured to ensure proper operation at scale.

## **ADDITIONAL SERVERS**

Synergy SKY CONNECT for Government (Additional Servers) Installation service provides expertise needed to add additional nodes (media/management) to your configuration.

## **CLUSTER**

Synergy SKY CONNECT CLUSTER installation services provide a fully clustered environment to ensure N+1 active resiliency to your deployment. This involves the implementation and configuration of multiple servers

## SYNERGY SKY SUPPORT SERVICES

**Level 1 Product Support Synergy CONNECT (24/7/365)** offers the industry's most accessible and comprehensive support service, available 24 hours a day, 7 days a week, 365 days a year. Customers receive priority service on opened tickets nights and weekends.

**Level 1 Product Support Synergy CONNECT** offers business hours (in local time) access to product experts waiting to assist you.