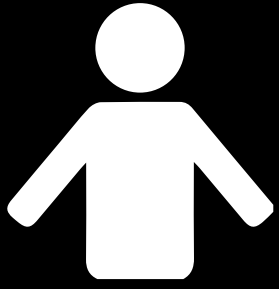


TRANSFERRING YOUR I.T. SUPPORT TO SYN-STAR IS EASY!

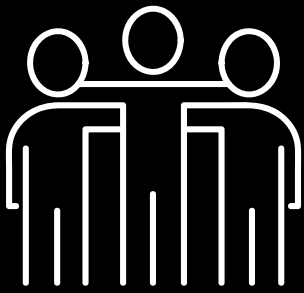
Our on-boarding process...



1

WE MEET WITH THE DECISION MAKERS

This initial meeting is all about establishing preferred future communication, review frequency and future requirements. Also obtaining admin credentials.



2

WE MEET WITH YOUR TEAM

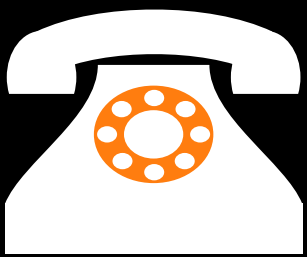
All users at your company complete a short questionnaire to help our technicians fully understand the way they work so we can best support them. We aim to meet with each person for 15 minutes.



3

WE ASSET TAG ALL HARDWARE AND CONDUCT A SITE SURVEY

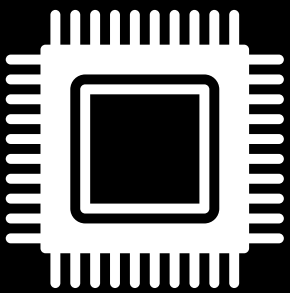
This process is important to help us understand what equipment you have, and where it is located. We complete a full survey, including photos to help with remote support communication.



4

SERVICE AND HARDWARE

We can service and repair your hardware to ensure all is stable prior to moving forward with managing your company's I.T.



5

SERVICE AND HARDWARE

Our team will produce a detailed asset register, with all hardware / software. We will continue to manage your I.T. offering a friendly and reliable service.



6

ONGOING MANAGEMENT OF YOUR I.T.

Our focus is to keep you safe, and support with the growth of your business.

Additional information...

> The process for moving to Syn-Star is easy. We do all the work and dedicate the whole of the first week to ensure the process of changing I.T. provider is as seamless as possible.

> We will not be implementing any changes to your set-up, so essentially it is our turnkey process of changing the admin rights from your old service provider to Syn-Star.

> If you have any hosted software, Syn-Star will contact your old service provider to ensure everything is working to their specification ensuring your systems stay active.

> We will speak with every team member individually to clearly communicate the process of how to contact us for a prompt response when it is required.