



LIVE SUPPORT

ONLINE SUPPORT



OFFLINE KNOWLEDGE

MULTI-FACET SUPPORT



Help when you need it, preventive detection when you don't. Technology is amazing, but downtime due to tech failure can be catastrophic. That's where we come in. Our friendly and dedicated staff of system analysts can master every aspect of your operational process in regards to the technology you utilize. So that when problems happen, we fix them – plain and simple. All you have to do is pick up the phone, send an email or log into a live agent chat session.

A key aspect that separates us from the competition is our heavy emphasis on online support. It all begins by implementing a dedicated website tailored specifically to your support needs. Think of it as your support command center. From here our team can interact with users to process problem tickets, monitor critical systems and compile pertinent data which in turn will be synthesized through a gauntlet of system analytics. The result is a unique and revealing representation of your process as a whole. From this overview we can successfully identify trends and bottlenecks that may be holding your company back, all while offering clever solutions to get you around them.



Live and responsive support is what we do, but sometimes it pays to have a deeper first-hand understanding of a problem and solution. For that reason, we offer a fully comprehensive library of documents, walkthroughs, and how-to's that span across the entire extent of all your supported systems. All of which are easily accessible through your dedicated online support site. This information provides an invaluable resource for training new employees, cross training existing employees and for providing a major advantage towards the identification of problems and issues as they occur.

Often support is focused into a specific user base such as employees. But what happens when a customer or vendor falls victim to technology breakdown? That's why we offer the same friendly and knowledgeable support you deserve for every interaction your company entails. Whether it's your accounting team having email issues, your freight company unable to upload manifests, or a customer just confused by the online checkout process – we are happy to help. That way your people can stay focused on what they do best, and our people can handle the rest.





Let us take the hassle out of the way technology affects your day-to-day operations.

1Synapse offers fully managed services with a collaborative team and experience with the process and tools, to give you outstanding helpdesk, network, or quality assurance support.



Reduce downtime and risk. Let us help you stay focused on your core business practices, with strong, transparent, and individually focused application, and infrastructure support services.



What sets us apart is the depths in which our team learns your business processes, so that we can offer customized solutions.

