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Press Release

Exceptional Quality Earns Synergy Solutions MVP Silver Quality Award

Scottsdale, AZ – March 28, 2011. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, has been named a recipient of a 2010 Silver MVP Quality Award from Technology Marketing Corporation (TMC®)'s *Customer Interaction Solutions* magazine. This is the seventh consecutive year Synergy has been recognized for its exceptional quality.

Customer Interaction Solutions magazine recognized companies that have exemplified the highest commitment to quality, excellence and customer service with an MVP Quality Award. Again this year, a select group of contact center industry standouts have been bestowed with MVP Quality Awards in various categories.

"We are exceptionally proud of earning this award as our application this year highlights our teams outstanding ability to exceed the needs of our clients while remaining flexible, innovative and laser focused on quality," said president Lori Fentem.

The award application included a case study that exemplified Synergy's quality initiatives as demonstrated through a program implementation. Synergy's case study outlined a 2010 rapid ramp scenario for an ongoing client that has a surge in service demand for a few months each year. Synergy more than triples the staff dedicated to this client for a complex solution offering and does so in a seamless manner that ensures the highest standards of quality for the customer experience. Synergy's flexible people, process and technology have proven to be the recipe for success for the last four years for this client.

The 18th Annual MVP Quality Award winners will be published in the February 2011 issue of *Customer Interaction Solutions* magazine, www.cismag.com.

About Synergy Solutions, Inc.

[Synergy Solutions, Inc.](http://www.synergysolutions.com), headquartered in Scottsdale AZ, specializes in providing innovative customer contact solutions on behalf of Fortune 500 companies in a variety of industries, including healthcare, insurance, financial services, telecommunication and publishing. Synergy Solutions utilizes proven acquisition and retention techniques to solidify and expand customer relationships and elevate the service experience through the use of intelligent people and emerging technology. Synergy Solutions has facilities in Scottsdale, AZ; Johnson City, NY; Fort Kent, ME; Pensacola, FL; Bemidji, MN; Milbank, SD; and Dallas, TX.

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