



TECHNOLOGY

JACK HENRY™ SYMITAR® INSTALLATION AND TECHNICAL HELP DESK PRODUCT OFFERING

Focusing on delivering service to credit union members through technology takes strong vendor partners with expertise in their specific fields. Synergent continues to support credit unions in offering the most current products that best complement our own offerings. We are pleased to introduce our partnership with Burgess Technology Services.

BTS offers two product offerings to credit unions: **CU Guardian** and **CU Guardian Advanced**.

CU GUARDIAN

- Server and Workstation Monitoring
- Server and Workstation Preventative Maintenance
- Unlimited Tier 1 Help Desk Telephone and Remote Support
 - Password resets, user administration
 - Inability to print
 - Desktop software uninstall/reinstall
 - Symitar troubleshooting
 - Monitoring alert response

CU GUARDIAN ADVANCED

- Server and Workstation Monitoring
- Server and Workstation Preventative Maintenance
- Unlimited Tier 1, 2 and 3 Help Desk Telephone and Remote Support
 - Anything Tier 1 can't do!
 - Firewall/Router troubleshooting/configuration
 - Switch changes
 - Configuration/change management
 - Symitar software upgrades/deployments

In addition, BTS also offers:

Office 365: Dedicated email hosting in SOC2-audited data centers.

Cloud Backup: Data is stored in two SSAE 16 Type II compliant data centers with redundant storage and biometric security.

Managed Anti-Virus: Provides number-one-ranked security technology and centrally managed protection for desktops and servers without the cost of traditional on-site solutions

Web Hosting: High-quality web hosting including domain management, web statistics, monitoring and support tailored to the needs of your business.

Email Security: Complete Protection: AntiSpam, Email Encryption, Advanced Threat Detection, Email Archiving, Cloud-to-Cloud Backup (O365 Only).



Burgess Technology is a service-oriented technology partner of Synergent that offers credit unions network support, cloud and managed services, and telecommunications.