



MIAMI MARLINS
WORLD CHAMPIONS
1997, 2003

Hello Matt.

I'm happy to be a reference for Synergy.

Synergy has been a valued partner of the Miami Marlins for some time now. Their value to us is in the areas of IT Architecture and Design. We chose Synergy (almost four years ago) to guide us into the world of Virtual Desktops. One reason we chose them over others was their approach towards what was considered at the time "bleeding edge" technology. Their chief architect, Steve Zoberg, and his team, designed the solution with a vendor agnostic philosophy and a "best in breed" approach. We chose an implementation where we worked in unison with Synergy. Meaning, we used our internal resources to install/integrate/deploy aspects of this specific engagement which Synergy had designed for us within the SOW and based on the initial assessment.

We decided to use a limited assessment strategy with the VDI design in an attempt to save some money. To be honest, this was a big mistake on our part. We ended up spending more time than necessary over the life of the implementation process just mitigating issues which would certainly have been discovered in a traditional/complete/comprehensive assessment. Regardless, Synergy never quit or turned their back during some very hairy moments. Steve ensured me that "We don't fail" and backed up that statement with tireless commitment to our organization and the overall success of the project. To me, this is where you see what a partner (VAR) is made of. How do they respond when trouble hits a project? This in my experience is very common in technology integrations. We have been running a fully functional VDI and Virtual application environment for three years now. We host 200 desktops and 30+ applications. Bottom line, it was a success in our estimation.

Synergy proved their worth, earned our trust and subsequently has been instrumental in other projects throughout our history together. I am very comfortable in saying that Synergy is one of the most competent IT companies in South Florida. We intend on continuing to engage with them well into the foreseeable future.

Please feel free to contact me if you require further explanation.

Best always,

Osvaldo "Ozzy" Macias
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