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To the Synergy team,

I wanted to provide Synergy with some feedback with an update on the status of our Citrix environment after your assessment and implementation. Once again, I'm happy to report success. End users globally are reporting much faster login times and overall boost in application performance. Our network team is very content by seeing a 30-40% reduction in bandwidth after we deployed the Citrix CloudBridge WAN Optimization appliances. The reduction in content being sent over our WAN links, along with acceleration and caching to improve the end user experience has impressed users and our executive team. The assessment and design phase with Synergy changed our decision to go from local site farms to a centralized model. This was a significant cost savings in both CapX and OpX. We drastically reduce the desktop support role in six major call centers around the world with XenClient.

Having a partner that does not push products that are not ready for primetime use has been refreshing. Your broad understanding of Networking, Citrix, VMWare and General Applications has been invaluable. I knew we made the right choice of selecting Synergy for our Global Citrix Project because our environment and requirements were complex and demanding with many inputs to be considered. A standardized vanilla implementation was not going to meet our needs. Synergy's holistic approach, methodology and taking ownership attitude seemed to be a big part of our success. I'm extremely pleased with the performance benefits we are seeing as well as the overall stability of our infrastructure. I know I can count on Synergy to have our best interests in mind. I'm looking forward to working with the team on additional strategic projects.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jack McElwayne".

Jack McElwayne

IT Manager, Technology