



Your Questions Answered...

BizTech is transferring all Infor related sales and support to Synergy Resources. The following information may answer your key questions about the transition. If you have additional questions, please contact Michael Brown at BizTech (mbrown@gobiztech.com) or Paul Tedford at Synergy Resources (PTedford@SynergyResources.net)

Question	Answer
When is this transfer of support taking place?	This change is happening immediately. As of April 20 th , your support of Infor applications, special projects, training, consulting services previously handled by BizTech will be provided by Synergy Resources.
Has our company been reassigned to Synergy as our new Infor Channel Partner?	Yes, BizTech and Synergy worked with the Infor Channel Partner management team to be sure all accounts previously assigned to BizTech are now assigned to Synergy Resources moving forward. Infor approved the transfers and fully supports Synergy taking over responsibility for all companies who previously were supported by BizTech. This means you will work with a Synergy representative for Infor software purchases, licensing questions, and the scheduling of professional services.
What's happening to the BizTech consultants I'm used to working with?	At this time, the employment of all BizTech employees will be ending. Synergy Resources has a complete staff of consultants with all the skills and experience needed to support VISUAL and CSI customers. There could be a consideration for Synergy to hire former BizTech VISUAL Consultants as contractors or employees in the future, but there are no immediate plans to do so.



BizTech



SYNERGY

DRIVING INDUSTRY FORWARD

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What will happen to my active projects BizTech was working on?	All active projects have been discussed with the key management at Synergy Resources. There is a plan to work through the projects to completion using the consultants from Synergy or possibly with a former BizTech consultant as a subcontractor.
How should we process payments for current open invoices to BizTech?	All services provided by BizTech up to and through the transition have been or will be invoiced to your company. You are required to pay all open invoices to BizTech as usual. Your prompt payment will be appreciated. Any customers with past due balances will be shared with Synergy Resources to be sure payment plans are in place before providing ongoing support.
What if my company has an existing prepaid support with BizTech?	Michael Brown of BizTech understands that any existing prepayments for services are a BizTech liability that needs to be fulfilled. Your prepaid support balance will continue to be available to be used for services provided by Synergy Resources. The balance will be tracked and reduced as usual when work is performed. When the balance of prepaid support is used up, your company will be billed by Synergy Resources based on their terms.
Who should we contact if we have an immediate support request?	You can reach out directly to Synergy by phone or e-mail. Call: 866-896-6347 E-mail: customercare@synergyresources.net To learn more about Synergy, be sure to review their website (especially the section on Innovating Your Process).