

Synology® extends Advanced Product Replacement Service to 6 ASEAN countries through Computergate

Synology has extended its partnership with Australian Service Provider Computergate to launch its “SRS” ([Synology Replacement Service](#)) into the SE Asia market. Together, replacement parts & on-site services will be offered on selected enterprise products in Singapore, Malaysia, Thailand, Indonesia, Philippines & Vietnam. Synology will ship a replacement product as early as the next business day after receiving users' SRS application.

“Synology has outstanding growth for SMB and enterprise market in South East Asia in recent years. In addition, Synology is planning to introduce more enterprise products and advanced business features to the market in the second half of this year. Thus, it is great timing to launch the SRS service in ASEAN market”, says Victor Wang, Synology Sales Account Manager.

“Computergate, which specialises in Vendor Warranties, Partner and Managed support services throughout Asia Pacific, is working closely with Synology to benefit their clients with higher levels of service”, says Mario Greco, Computergate Chief Executive Officer. “To further meet the growing demands from Distributors and Resellers we need to ensure that we not only meet, but exceed the expectations of the industry,” Greco says. “I have witnessed the fast-paced changes in technology and we are ready to help our customers to face those challenges ahead” he adds.

Greco says ‘Our service centric approach to our partners and customers will add ‘healthy competition’ to the local market’. ‘The company recently agreed to support Synology to further extend the services portfolio to now include On-Site Replacement Services for all Enterprise & SMB Synology products.

Greco says ‘the ASEAN business will be home to a range of services to international brands and technologies designed to strategically position Computergate to provide its partners with the support services to help grow their businesses.

The Synology brand consists of innovative storage solutions for consumers, small/home offices (SOHO), small to medium sized businesses (SMB), and enterprise customers.

Synology SRS services can be viewed on: <https://www.synology.com/en-global/solution/SRS>

Synology on-site services can be obtained from Computergate by emailing sales@computergate.asia or via <http://www.computergate.com.au/index.php/synology-warranty-services/> & www.computergate.asia.

ABOUT COMPUTERGATE

Computergate is an independent, quality driven, IT service centric Australian owned and a recognised service organisation for many vendors that provides managed IT solutions & services.

Through a network of business partners, IT professionals and accredited service partners we are able to provide a flexible and responsive support offering throughout the Asia & Pacific region. Our many years of experience in the IT service industry gives us the capability to offer a wide range of services that meet the key performance requirements of any small to medium sized organisation.

Media contacts - Computergate – Mario Greco +61 411 456 019, mario.greco@computergate.com.au