

Your Questions Answered...

Petros724 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 David Sherriff at Petros724 (David@Petros724.com) or Paul Tedford at Synergy Resources (PTedford@SynergyResources.net).

When is this transfer of support taking place?

This change is happening immediately. As of December 1, 2021 your support of Infor applications, special projects, training, and consulting services previously handled by Petros724 will be provided by Synergy Resources.

Has our company been reassigned to Synergy as our new Infor Channel Partner?

Yes, Petros724 and Synergy worked with the Infor Channel Partner management team to be sure all accounts previously assigned to Petros724 are now assigned to Synergy Resources moving forward. Infor approved the transfers and fully supports Synergy Resources taking over responsibility for all companies who previously were supported by Petros724. This means you will work with a Synergy Resources representative for Infor software purchases, licensing questions, and the scheduling of professional services.

What's happening to the Petros724 consultants I'm used to working with?

At this time, the employment of all Petros724 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 Resources to hire former Petros724 VISUAL Consultants as contractors or employees in the future.

What will happen to my active projects Petros724 was working on?

All active projects have been discussed with the key management team members at Synergy Resources. Our consultants will be assigned to work active projects through completion. Former Petros724 may be subcontracted in advisory roles.

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What if my company has an existing prepaid support/deposit with Petros724?

David Sherriff of Petros724 assumed the responsibility for all deposits made with Petros724. Petros724 will be directly refunding prepaid balances/deposits. Please contact David Sherriff directly David@Petros724.com to request refunds.



Who should we contact if we have an immediate support request?

You can contact Synergy Resources directly by phone or email.

T: 866-896-6347 | **E:** CustomerCare@SynergyResources.net



Does Synergy Resources now own the Rename and Merge product?

No, David Sheriff still owns the rights to this product and will contact you with details of his new company that will continue to support and maintain Rename and Merge.



Who should I reach out to if I have a new project, wanted to learn more about Synergy, or had interest in learning more about a software solution?

You can contact Synergy Resources directly by phone or email.

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