

Real-Time Communications

Unified Communications as a Service (UCaaS)



Business Value of Five9 Cloud Contact Center

- Highest quality of service in the industry
- Reduces call handle times by around 30% per call
- Easily integrates with CRMs
- Increases customer satisfaction and 33% savings per voice engagement
- Workforce Management – Coaching, call monitoring, training, and quality assurance
- Workforce Optimization – Call forecasting and shift management
- Omnichannel customer experience including voice, email, chat, and social media
- Workflow Automation that helps reduce busy work
- AI capabilities: Intelligent Virtual Agent that can handle chat and calls for 10% of the cost of a live agent
- Reduces up to 70% of call, chat, and email inquiries after implementing an Intelligent Virtual Agent

RTC Services Overview

- Telephony Consulting
- Network Assessments
- Cloud Migration
- Unified Communications Solutions
- Cloud Contact Center Solutions
- SD-WAN
- Application Development
- Application Integration

Business Value of Microsoft Teams Phone System*

- Average weekly savings of 1.25 hours per worker
- For SMBs: 185% Return on Investment
- For Enterprises: 132% Return on Investment
- Reduces Total Cost of Ownership between 17 – 45%
- Reduces telephony support effort
- Reduces complexity for IT teams
- Improves security through integration with M365 and the full security stack
- Improves business continuity and enables easy transition to the workfrom-home model
- Increases quality of service that translates into happier employees and customers

Key Solutions Capabilities

A single source of truth for all Service Management functions

- We consult with clients to identify and develop the best communication solution for their enterprise
- Our team comprises telephony experts with experience in migrations from legacy PBX systems to the cloud
- Our telephony solution of choice is Microsoft Teams Phone System, and our cloud contact center solution of choice is Five9. We are experts in integrating the two systems to create a seamless communication experience for employees and customers.
- For SMB customers with small contact centers, we have developed a cost-effective solution for managing Teams call queues with real-time queue analytics and enhanced reporting dashboards.

“As a result of the sudden shelter-in-place orders caused by COVID, we found ourselves using Teams for internal communication and cell phones for external communication. Our current VoIP system was problematic given the home environments. Synoptek was able to quickly migrate us from the existing solution to Teams Phone System and really helped guide us in making the process seamless and easy.”

– Michelle Karas,
XPV Water Partners Office Manager

Synoptek Differentiators

- Carrier-grade North American Network, designed specifically to provide the highest uptime for real-time communications
- Managed Service offering with a 24x7 white-glove global support team
- A telephony-focused team with decades of experience
- Microsoft Tier 1 Gold Partner
- Microsoft Advanced Specialization Calling for Microsoft Teams
- Five9 Certified Implementation Partner
- Five9 Certified Integrated Network Partner

*Forrester report: the Total Economic Impact of Microsoft Teams Calling Solutions, 2021

Why choose Synoptek?




Leverage Synoptek's RTC services to:

- Increase workforce productivity by creating a single pane-of-glass for communication
- Decrease telephony costs by up to 45%
- Future-proof the business by migrating from on-premise systems to the cloud
- Enable a hybrid or fully-remote workforce

Synoptek Synoptek is a business and technology consulting firm that helps businesses envision, transform, and evolve. As a global systems integrator and managed technology services provider, Synoptek partners with organizations worldwide to help them navigate the ever-changing technology landscape and build solid foundations for their business. With its comprehensive offerings, global workforce, and strategic technology partnerships, Synoptek helps organizations grow their business while optimizing and protecting their ecosystem. With growth, ownership, inclusivity, and philanthropy embedded in its DNA, Synoptek is committed to delivering improved business results and unmatched service to all stakeholders.

Awards and Recognitions



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Customer's Challenge

TELEO Capital is an operationally focused private equity firm targeting special situations in the Technology & Software, Healthcare, and Business Services sectors. As a part of the agreement to acquire CHCS, TELEO Capital was required to retain possession of all existing communication systems. Consequently, TELEO was left with the contractual expectation of fully rebuilding CHCS' existing systems from scratch in three months by the closing date of the agreement. TELEO was extremely time-constrained to implement the transition, especially with CHCS operating a multitude of applications with an extensive variety of call flows, for users across multiple countries.

“ Adopting the extremely capable Teams + Five9 communications solution has been a great step towards becoming a cloud-first organization. Today, our ability to monitor the entire RTC infrastructure in real-time has resulted in improved experiences for our employees and customers, which also cascades into our clients' confidence in our business.”

- David McCauley, Teleo Capital

Synoptek's Solution:

Synoptek instituted a single, shared dial plan to aggregate consumption on an open platform, significantly lowering the cost of usage across the board. We migrated the client from its legacy premise-based Cisco Call Manager to Microsoft Teams Phone System via Direct Routing, allowing CHCS' team to have access to their applications, documents, and telephony capabilities in a single, cloud-based team collaboration software.

We migrated their call center to Synoptek's Five9 next-generation contact center application, integrating all of their communication channels and call flows. This new system not only enhanced CHCS' Real-Time Communication (RTC), but their reporting capabilities as well. In addition, we deployed a Software-Defined Wide Area Network (SD-WAN) to manage traffic across new networks. This provided them with the multiple connection types they required along with higher capacity bandwidth to support their volume and growth, which not only magnified network visibility but also centralized management throughout the system.

“ Moving from a proprietary, hardware-based Cisco platform to a modern, web-based Teams + Five9 platform has been transformational. Not only do we now enjoy better stability and scalability across our telephony infrastructure; we also have the flexibility to manage our business and our customers in the most effective manner. “

- David McCauley, Teleo Capital

About Synoptek

Synoptek is a global systems integrator (GSI) and managed IT services provider (MSP). We offer comprehensive IT management and consultancy services to organizations worldwide. We work in partnership with clients of various sizes – from mid-market to Fortune 100 – while helping them strengthen their IT foundation, manage risk and compliance, and enhance their competitive position.