



Microsoft Teams Phone System Implementation Services Enable an Aerospace Leasing Company to Simplify Administrative Needs and Save Costs

CASE STUDY

Customer: A privately held fleet leasing company

Industry: Aviation

Profile: The leasing company has approximately 500 owned, managed, and committed commercial jet aircrafts leased to approximately 90 airlines in over 45 countries.

Services: Microsoft Teams Phone System Implementation

Business Need

The leasing company was a wholly owned subsidiary of a large corporation that offers leasing, installment sales, and other financial services for IT-related equipment, industrial equipment, and other machinery and facilities.

As a carve out of a large Fortune 100 company, the leasing company needed to implement 100% of its entire corporate information technology and information systems as well as migrate from the parent phone system. They were looking to engage with a partner who could oversee a complete and full migration of the company's entire IT systems.

They conducted an RFP process to identify the best IT company who could carry out the technology migration. Synoptek was selected as the beneficiary of the full IT contract and Microsoft Teams implementation was one of the services provided.

Solution and Approach

To meet the leasing company's requirement, Synoptek helped in migrating their existing phone system from the parent company. After having performed an evaluation of all the phone systems in the market, the company selected Synoptek's solution for their business. As part of the engagement, Synoptek implemented a range of systems including:

- Microsoft Teams Phone System for PBX capabilities
- eFax for seamless online fax
- Poly CCX Series desk phones
- Global VoIP services

As a global company with users stationed in various countries, Synoptek was able to provide local dial tone for staff located outside of the United States, enabling the leasing company to maintain a unified communications platform globally.



Business Results

With Synoptek's guidance and support, the leasing company was successfully able to set up a modern phone system across their enterprise. Synoptek was extremely flexible with their needs, accommodating a series of delays stemming from COVID as well as other migration needs. The company can now:

- Make the most of a fully integrated solution leveraging Microsoft 365
- Drastically simplify their administrative needs
- Enjoy a single profile for employees in their entire IT system

About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

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