

Case Study

Enabling a Stand-Alone  
Global Enterprise Through  
IT Transformation with  
**Synoptek's MxP Approach**



# Customer Overview



## Customer

Global Aircraft Leasing Company



## Profile

The aircraft lessor has over 400 owned, managed, and committed commercial jet aircraft leased to approximately 90 airlines in approximately 45 countries.



## Industry

Airlines and Aviation



## Services

Managed IT Services, Cloud & Infrastructure, Cybersecurity, Workplace Collaboration, IT Governance & Advisory

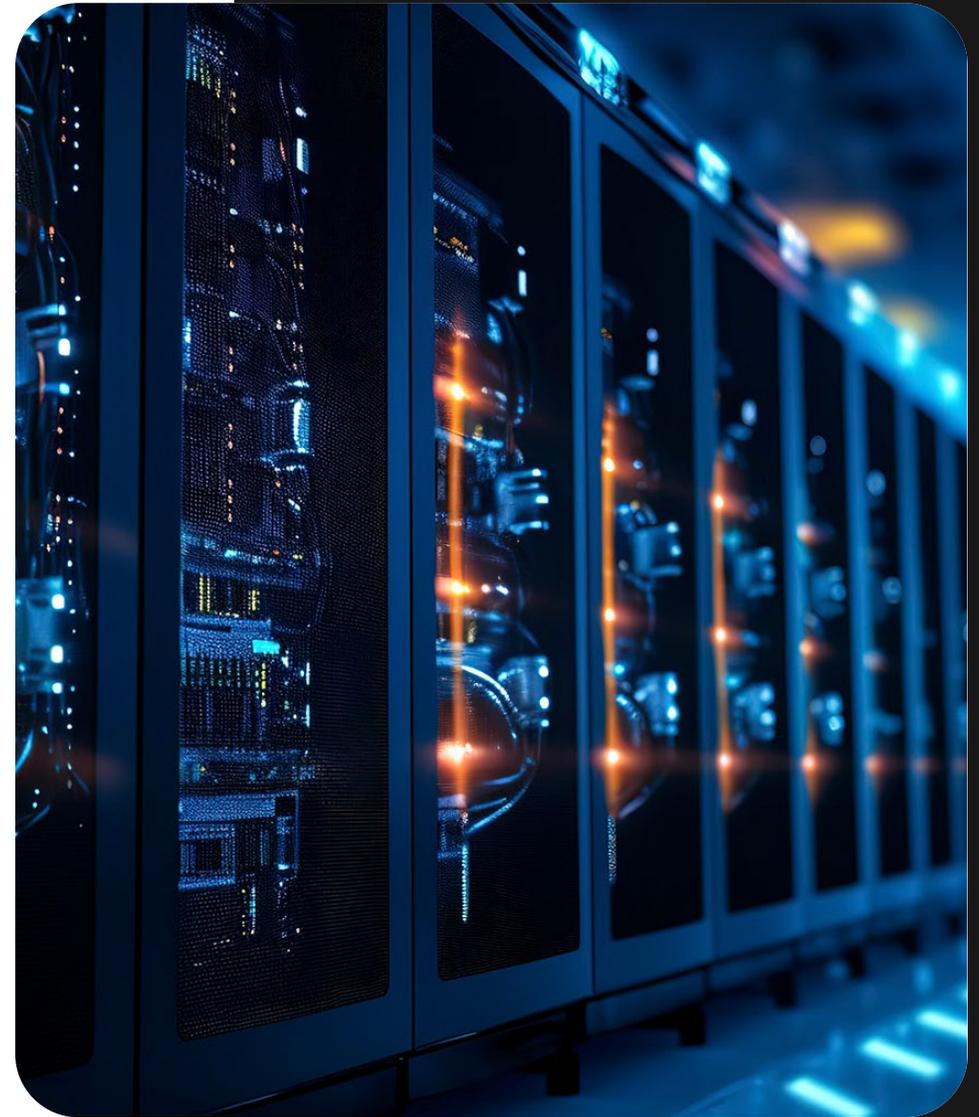
# Business Need

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The organization was undergoing a complex divestiture and needed to rapidly establish itself as a stand-alone entity with zero disruption to ongoing operations. With no existing IT infrastructure in place and strict governance around data migration, the transition had to be executed with precision, speed, and compliance.

Key challenges included:

- Absence of core IT infrastructure (devices, network, systems)
- Limited permissions for data migration from the former parent
- Stringent governance and compliance requirements
- Need to support a globally distributed workforce with immediate productivity



# Solution and Approach

Synoptek partnered with the organization as a **Managed Experience Provider (MxP™)** to architect, build, and operate a fully independent, enterprise-grade IT environment from the ground up. The engagement was executed under stringent timelines and governance constraints, requiring seamless orchestration across infrastructure, cloud, security, and end-user services without disrupting ongoing business operations.

At the core of the engagement was **Synoptek's aiXops™ Platform**, which integrates ITIL best practices, automation, and AI-driven operational intelligence to deliver a unified, proactive IT experience. Synoptek established a multi-year roadmap focused on stabilizing operations, optimizing performance, and enabling continuous innovation as the organization transitioned into a stand-alone global enterprise.

## IT Leadership & Governance

Synoptek established a strong governance framework by deploying key leadership roles including a Client Advisor, Virtual CISO, and Designated Consulting Engineer. This team was responsible for defining and executing the strategic IT roadmap, overseeing risk and compliance, and continuously assessing the organization's security posture through detailed asset and risk evaluations. This ensured alignment with business goals while maintaining strict adherence to regulatory and governance requirements.



# Solution and Approach Contd...

## Workforce Productivity & Enablement

To enable immediate productivity for a globally distributed workforce, Synoptek designed and deployed a modern digital workplace. This included migrating data from the legacy Office 365 environment into a secure Microsoft 365 ecosystem, and implementing collaboration tools such as Teams, SharePoint Online, and OneDrive. Device provisioning and endpoint management were streamlined using Microsoft Intune and Windows Autopilot, allowing users to receive pre-configured devices with secure, out-of-the-box access. Governance models, permission structures, and site architectures were redesigned to align with business needs and ensure secure, role-based access across the organization.

## Infrastructure Performance & Global Support

Synoptek implemented a robust, scalable infrastructure supported by a 24x7 global service desk operating on a follow-the-sun model. This ensured continuous monitoring, proactive issue resolution, and consistent support across all regions. A fully managed VoIP and real-time communication platform was deployed to enable seamless global connectivity, while network, server, and endpoint monitoring ensured high availability and performance across offices worldwide.



# Solution and Approach Contd...

## Cybersecurity & Risk Mitigation

A comprehensive cybersecurity framework was designed and implemented to safeguard the organization's digital assets. This included continuous vulnerability scanning, event monitoring, and correlation of security data to identify and prioritize threats.

Advanced threat detection and anomaly analysis were enabled through the aiXops™ Platform, while identity and access management controls such as multi-factor authentication (MFA), conditional access policies, and endpoint security ensured secure user authentication and device compliance.

Additionally, user awareness programs, including anti-phishing training, were introduced to strengthen the organization's overall security posture.

## Cloud Management & Data Protection

Synoptek collaborated with internal stakeholders to deploy secure and scalable Azure-based cloud environments. These environments were designed with redundancy, VPN-secured access, and integrated identity services such as single sign-on (SSO) and MFA.

Robust data protection strategies, including data loss prevention (DLP) policies and endpoint protection mechanisms, were implemented to ensure compliance and safeguard sensitive information across global operations.



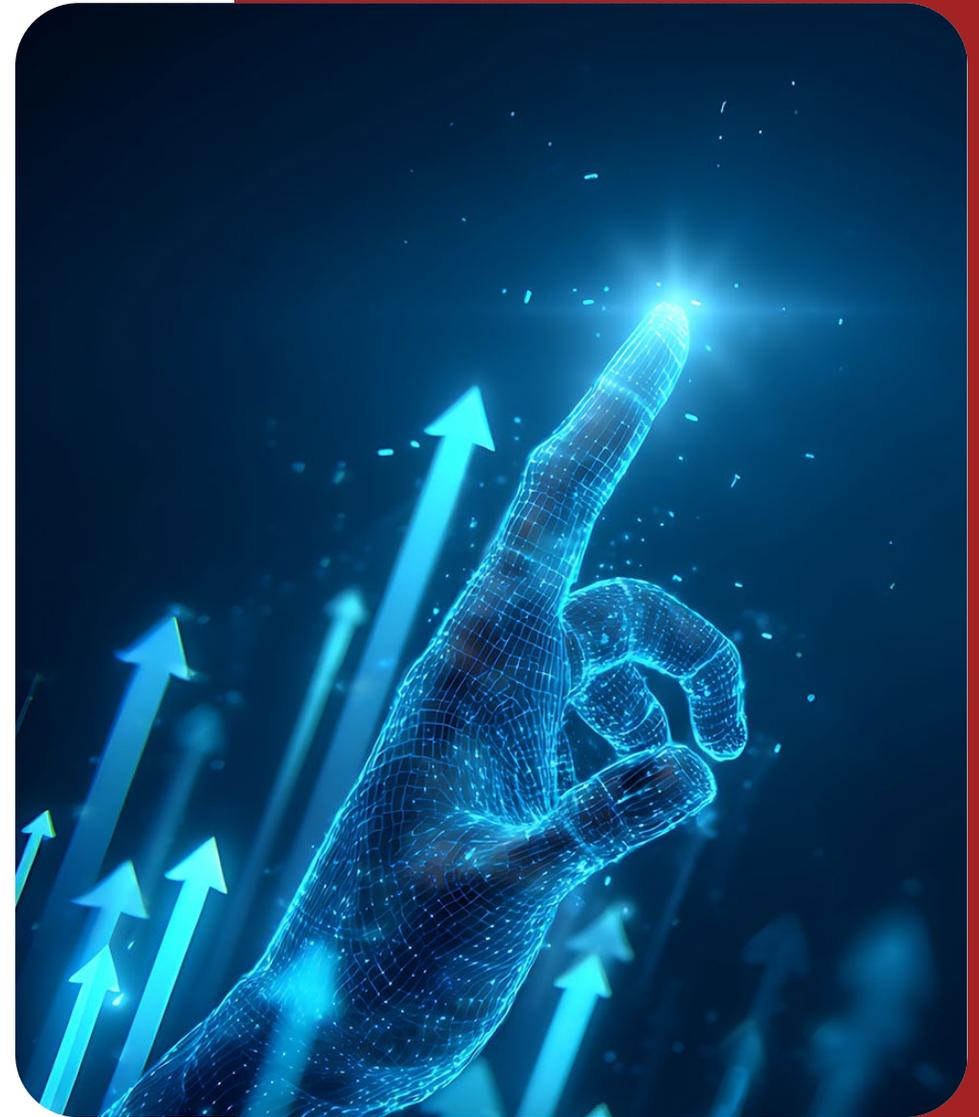
# Solution and Approach Contd...

## Digital Enablement & Platform Development

To support the organization's brand and business operations, Synoptek developed and launched a new corporate website integrated with HR and talent acquisition systems. The solution was designed, tested, and deployed in alignment with corporate branding, ensuring a seamless digital presence.

At the same time, consistent and secure user experiences were enabled across devices and platforms through integrated identity and endpoint management solutions.

Through its Managed Experience Provider (MxP™) model, Synoptek successfully orchestrated every layer of the IT ecosystem—combining infrastructure, cloud, security, and user experience into a cohesive, intelligent framework. This approach enabled the organization to operate as a fully independent, secure, and scalable global enterprise from day one.



# Business Benefits

As a Managed Experience Provider (MxP™), Synoptek enabled the organization to successfully establish itself as a stand-alone company post-divestiture with zero downtime and immediate operational readiness.

Achieved **97%** reduction in IT investment and **3X** annual **cost** savings vs. in-house model

Freed up **\$1.2M** in capital for strategic business initiatives

Delivered **24x7 global support** ensuring uninterrupted operations across regions

Achieved high user satisfaction **4.9/5 rating**  
**NPS 9/10**

Established a **secure, scalable, and future-ready** IT foundation

Enabled seamless transition to a stand-alone enterprise with zero downtime and immediate operational readiness

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*“Partnering with Synoptek has strategically empowered us to concentrate on our core business, alleviating the complexities of managing an in-house IT department. Synoptek has consistently exceeded our customer satisfaction KPIs by providing 24/7 helpdesk and security services to our employees worldwide.”*

– CIO



## About Synoptek

Synoptek is the first IT Managed Experience Provider (MxP™), delivering AI-enabled automation, strategic modernization, and experience-led outcomes. Its services span Cloud and Agile Infrastructure, Business Applications and Platform Development, Customer and Employee Experience, and Cybersecurity. With a business-first approach and a global delivery model, Synoptek helps organizations optimize operations, accelerate transformation, and achieve measurable results—guided by a culture rooted in growth, ownership, inclusiveness, and philanthropy.



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