Synoptek

Microsoft Partner
Microsoft

Gold Collaboration and Content
Gold Cloud Productivity
Gold Application Integration
Gold Cloud Platform
Gold Project and Portfolio Management

Teams Voice Service: A unified hub of productivity

About the Solution:

Synoptek is the world's leading Managed Service Provider, delivering its own carrier-grade Microsoft Teams Voice Direct Routing platform-as-a-service, enabling cost-effective, elegant deployments of the Microsoft Teams Voice. We address the challenges of migrating to the cloud, make managing a remote workforce easier, and eliminate telephony as a silo.

WHAT WE OFFER

Our Carrier-Grade Global network was designed specifically for the integration of Voice within Teams. Our solution significantly improves user experience, reduces total telephony costs, and delivers high quality service that reduces call handling times, call drops, and connection issues.

The user will enjoy:

- An integrated experience across multiple real-time communication applications

- Single sign-on

- Single pane of glass experience.

- Weekly time savings average of 1.25 hours

The enterprise will enjoy:

- Total Cost of Ownership savings ranging from 17% to 45%

- Return on Investment ranging from 132% to 185%

- The fastest approach for user adoption and training

- A fully managed solution with 24x7x365 support

- Our expertise ensuring optimal configuration for collaboration and performance.

Microsoft Teams Phone System combined with Synoptek's proprietary Direct Routing network provides the most optimal deployment architecture for Teams. We solve telephony challenges while providing white-glove support, tailoring on-boarding for each client, and preparing our clients for the future of workforce productivity.

What customers are saying:

"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. 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 | www.synoptek.com | salesinquiries@synoptek.com | 888-796-6783

Why Microsoft 365?

Save your company money

Microsoft 365 is available as a simple monthly subscription. Avoid large up-front costs for new software while moving the cost of IT from capital to operating expense. And without on-premises servers to run email, websites, and document storage, you can reduce energy costs and save by no longer purchasing new server hardware.

Scale your business quickly and flexibly

Microsoft 365 grows with you on the Microsoft Azure cloud. Adding a new user is as simple as buying an additional license, which allows access to business-critical technology on up to five PCs/Macs and five mobile devices. Microsoft 365 provides many plans to fit the right capability needs and price points for each user in your organization.

Technical support

Your Microsoft 365 subscription comes with 24/7 support from a global network of experts, with one-hour response for critical, service-impacting events.

Financially backed SLA

Get peace of mind knowing your services are available when you need them with a financially backed, 99.9% uptime service-level agreement.

Simplified IT management

Reduce headaches by reducing your IT infrastructure. Content lives safely in globally distributed data centers with continuous backup and disaster recovery abilities.

Microsoft 365

Microsoft 365 is a cloud-based subscription service that brings together the best tools for the way people work today. By combining best-in-class apps like Excel and Outlook with powerful cloud services like OneDrive and Microsoft Teams, Microsoft 365 lets anyone create and share anywhere on any device.

WWW.MICROSOFT365.COM

Key use cases

Business-class email

Build anything from lightweight websites to multi-tier cloud services that scale up as your traffic grows.

Cloud storage

Rely on geo-redundant cloud storage for backup, archiving, and disaster recovery.

Meet online

Get actionable insights from your data by taking advantage of a fully compatible, enterprise-ready Hadoop service.

Collaborate, chat privately

Accelerate your mobile app development by using a backend hosted on Microsoft Azure.