



Case Study

How Syntelo
Increased Office Floor
Productivity &
Efficiency



The Client

Premier Packaging





The Challenge

- Slow internet as well as downtime
- Slow response regarding server maintenance
- No PC hardware and software managing and monitoring causing delays and downtime
- Printer downtime in all branches, lots of jamming, scanning issues, running out of toner
- Bad quality on voice calls
- No internet and voice back up
- No accountability between service providers with lots of finger pointing
- No real Proactive Cyber security Solution in place, and robust backup system
- No one service provider taking full responsibility





Our Solution

We wanted to improve their office experience in all their branches across South Africa by optimizing their technology and through the use of systems and software we took away downtime and implemented a proactive service structure that would allow the office to flow with no admin. We moved into a monthly support retainer which includes:

- Setting up 1 to 1 fibre, wireless back up, cloud pbx, 50cpm blended call structure (cpm = cents per minute - local, national, cellular)
- Cloud Server, office 365, Firewall, Security and backup
- Put down robust Lexmark multifunction printers at low running costs
- Monthly visits / Consolidated reports - one number and one invoice
- Got them out of about 4 Contracts and consolidated with one easy, simple consolidated contract that gives power back to the client.





Results

Downtime decreased by

99%

Costs decreased by

23%

Customer focus and
productivity increased by

42%





Results - Page 2

Turn Around time became
faster by

88%

Proactive Service increased by

175%



Start Improving Your Office Floor Efficiency



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