

## **Synpact Integrates Business Phone Systems to Microsoft Teams to Increase Customer Collaboration, Productivity and Profitability**

*Leading MTSP Improves Communication Among Region's Businesses*

VAN NUYS, CA – July 31, 2022 - Synpact a leading managed technology services provider (MTSP), recently announced that the company is proactively integrating business phone systems seamlessly into Microsoft Teams to boost collaboration, productivity and profitability. Microsoft Teams has now become the most widely used business collaboration platform across most industries. Synpact is helping businesses maximize their utilization of Microsoft Teams by combining it to a feature rich business VoIP solution. As result, the region's businesses can leverage key applications including call controls, IVR, call handling, automatic call recording, reports, analytics, call queues, SMS, and fax capabilities in an enhanced security environment with less downtime.

Essentially, small to mid-sized businesses (SMBs) face a trade-off when they integrate Microsoft Teams into their organization. Microsoft Teams offers a host of apps and services which greatly enhance an organization's ability to collaborate on projects, which can increase the efficiency,

speed and effectiveness of team efforts on projects. Synpact's innovative solution and guidance enables Teams' users to experience seamless integration that would allow an organization to maximize all of their existing business phone capabilities without causing operational disruption. For example, one drawback of Teams was how it didn't leverage existing phone numbers, conference lines, contacts, etc. whereby one would have to utilize new numbers that didn't integrate natively into the platform. Imagine the headache caused by telling staff they now have one phone number for customers but a separate number for Teams. Synpact's solution solves this problem, among many others in a way that can be implemented with a single click, with no hardware, no need for specialist skills, with no disruption to the business with pricing that is infinitely scalable (either up or down).

"Microsoft Teams has become so popular because it is an undeniably powerful platform," stated Jerry Hilecher, CEO of Synpact. "It's quickly becoming ubiquitous and will be the standard that all businesses rely on to foster collaboration between organizations.

However, once we noticed that one small, yet crucial, missing piece for our customers was that Teams had no native phone app, we solved the problem. With IT and business technology systems, you just expect it to 'just work' and this technology will help our customers leverage everything they've already invested in."

### **ABOUT SYNPACT**

Synpact is Southern California's leader in introducing communications technology to the business environment. Even in a difficult economy, Synpact has found Return on Investment opportunities to allow businesses to increase technology and increase their competitive advantage in the marketplace all at a cash neutral position.

Partnering with TAG National and its 110 affiliates, Synpact has the unique capability of installing and servicing a variety of cutting edge communications technologies anywhere in the United States while maintaining the finest service program in the marketplace.

For more information on Synpact, please call (818)775-1234 or visit us at [www.Synpact.com](http://www.Synpact.com).