

**Synpact Leverages Latest Mobile Enablement  
Technology to Enhance Hybrid Workforce Productivity**

*Leading Managed Technology  
Services Provider Advances the  
Communication  
Capabilities of Local Businesses*

BURBANK, CA – September 27, 2022 – Synpact, a leading managed technology services provider (MTSP), is advancing how small to mid-sized businesses (SMBs) communicate with one another via mobile enablement technology. Historically, someone could reroute calls to their personal cell phone whenever someone left the office. This process worked well in a pinch. However, they lost the functionality they would otherwise have with their office phone. For example, they couldn't transfer a call to other departments, check presence to see if additional staff were available, couldn't record calls quickly, and they wouldn't have access to other applications. With the rise of remote and hybrid workplaces, Synpact invested in offering mobile enablement technology to its customers to enhance business communications and productivity.

“There's been tremendous demand for remote or hybrid workplace communications solutions over the past few years,” stated Aramis Hernandez, CGO of

Synpact. “This demand will never slow down, and as a result, businesses will continually need solutions that support their remote staff. Mobile enablement and other ancillary solutions are bridging this gap.”

Whenever an employee needs to be remote but readily available, there's plenty of functionality that is vital to optimizing performance. First and foremost, they need to be able to press a button that automatically reroutes all calls their way. Additionally, an employee needs to collaborate with other team members in one place for group calls, group messages, or videos. With mobile enablement solutions, they can see when other members are available, so they don't waste time with cumbersome “back n' forth” scheduling messages. There are other times when an executive is in transit with poor cell service but can quickly scroll on their smartphone to browse important voicemail transcriptions to delegate them to other team members who can provide more immediate assistance. The whole point of mobile enablement solutions is to maintain a seamless, professional experience that drives accessible

communication and collaboration.

“Hybrid and remote workplaces are here to stay, and without building the proper communications and IT infrastructure, there are obvious shortcomings to the hybrid workplace; however, with the right tools, it can accelerate the pace of any business, enhance collaboration and ultimately lead to more profits,” added Hernandez.

**ABOUT SYNPACT**

Synpact is a business technology management firm in Southern California that darts past the concept of conventional tech support. Instead, we aim to increase productivity and deliver peace of mind by establishing technology standards, collaborating on strategic plans, and improving workflows. For more information on Synpact, please call 855-SYNPACT or visit us at [www.synpact.com](http://www.synpact.com).