

## Case Study

# A Suite of Managed Services Helps a Premier Aircraft Lessor to Establish Itself as a Successful Stand-alone Company Post Divestiture and Enjoy 3X Annual Savings



## Customer Overview

### Customer

A premier global full-service aircraft lessor

### Profile

The aircraft lessor invests in liquid, high-demand aircraft and focuses on building long-term partnerships and creating value for airline customers and investors.

### Industry

Airlines and Aviation

### Services

Managed Services

## Business Need

As a privately held, wholly-owned subsidiary of a globally diversified leasing and specialty finance conglomerate, the aircraft lessor was going through a divestiture with difficult and unforgiving exit criteria. However, the new company had no IT solutions or partners to support day-to-day operations. Since the financial transaction in progress had to continue, there was no allowance for delay, change, or modification.

- Based on the exit terms, no PCs, networks, servers, or phones were provided.
- There was limited support and permissions to migrate data from the former owner.
- Exit rules and governance were stringent and rigid.
- Establishing a new global remote, traveling, and in-office workforce posed challenges in achieving immediate productivity.

The leasing company needed a Managed Services partner who could work remotely, possessed expertise and skills around the globe, and had an undying focus on customer satisfaction.

## Approach and Solution

Synoptek took on the role of the ideal Managed Services Partner and enabled the effective management and delivery of an integrated suite of capabilities tailored to meet unique needs.

We proposed a solution and a five-year program to stabilize, optimize, and innovate technology services at the leasing company. Our partnership aims to accelerate the adoption of technology and the deployment of new greenfield technology services that drive improved business results.

All our capabilities have been enabled by proven processes developed over Synoptek's 20-year history in delivering managed services, an integrated suite of technology, and an enterprise-caliber team with breadth and depth of skills.

Leveraging the Synoptek delivery platform and our suite of ITIL-based processes and systems, we enabled the effective management and delivery of an integrated suite of capabilities tailored to meet the client's needs.

## IT Leadership

Synoptek appointed a client advisor, a virtual CISO, and a designated consulting engineer to develop a multi-year strategic IT plan, budget, and technology roadmap to stabilize, optimize, and innovate technology services.

- Monitored the development and maturation of the client's information security program.
- Provided an expert, independent view of risk, compliance, and security frameworks.
- Assessed the client's current information security posture and shared findings via comprehensive asset reports.

## Workforce Productivity

To build the client's new IT infrastructure, Synoptek leveraged several solutions designed for strong collaboration and accessibility for a dispersed workforce.

- Migrated the client's existing data from the earlier Office 365 environment to a new Microsoft 365 environment.
- Defined the appropriate document management solution comprising services from Microsoft 365, including OneDrive, SharePoint Online, and Teams.
- Re-designed sites, governance information, and permission architecture to align with business requirements.
- Deployed the Microsoft Intune mobile device management solution and enabled subscriptions for required users.
- Created necessary Intune security policies for device lockdown, local admin access, etc., and conditional access policies for OneDrive, SharePoint, and email.
- Provided new hardware to users, including brand-new laptops, and enabled their automatic configuration and downloading of permitted software applications.

## Infrastructure Performance

To ensure systems and networks function properly and securely, Synoptek offered various infrastructure performance services to provide users with a highly productive work experience.

- Set up a 24/7/365 staffed global shared service desk for around-the-clock monitoring, alerting, and remediation of the networks.
- Implemented a fully managed VoIP/real-time Juxto communication solution for high-availability unified communications.
- Offered User support, including support for printer connectivity, mapping, and drivers.
- Provided global technology support for client representatives in Dublin, Madrid, Santiago, Seattle, Shanghai, Singapore, and the United Kingdom.

## Cybersecurity

Synoptek designed and implemented security and compliance requirements, focusing on threat protection, information protection, security management reporting, and discovery services for compliance.

- Conducted regular vulnerability scans and event source monitoring and consolidated event log and network flow data.
- Prioritized valid security incidents with correlated and raw details and developed compliance and standards-based reports.
- Implemented a detection mechanism for cyberattacks that allows the detection of anomalies and abnormal behavior.
- Enabled and enforced web browsing policies in support of Internet usage policies.
- Enabled DNS-based whitelisting and blacklisting of business-approved or restricted websites and blocked traffic related to malware, drive-by downloads/exploits, mobile threats, botnets, and phishing attempts.
- Offered an anti-phishing service to train users to avoid phishing campaigns from bad actors.
- Leveraged Azure services, Windows Autopilot, and Intune to employ an identity access management and security profile that allows end users to validate credentials and confirm authenticity via multi-factor authentication.

## Cloud Management

Synoptek worked with the client's subject matter experts to deploy the necessary Azure-based subscriptions to meet their data warehouse and data integration needs.

- Finalized the discovery of business requirements and documented a design architecture.
- Built minimum viable cloud components based on the approved design document.
- Secured the Azure-based network to provide users access via VPN and backed up Azure components with zone redundancy, where applicable.
- Established a secure compute environment for Azure-based services and user endpoints.

## Data Protection

Synoptek secured the client's infrastructure and applications with an identity and access management (IAM) solution.

- Designed and deployed single sign-on (SSO) access to Software-as-a-Service web applications.
- Employed MFA for all Microsoft 365 web resources and conditional access policies to limit accesses by IP or region.
- Established a secure compute environment for user endpoints, including laptops, mobile phones, and tablets.
- Enabled several authentication options, such as mobile apps, biometrics (Windows Hello and fingerprint readers), and text-based options.
- Secured Microsoft SharePoint Online and OneDrive sharing settings and configured data loss prevention policies.

## Product Development

Synoptek worked with client stakeholders to define and deploy a new website.

- Documented all business requirements and finalized a design for the corporate website.
- Developed and deployed the new website in accordance with the design document while decommissioning the old website.
- Enabled integration with the client's existing talent acquisition management solution.
- Leveraged Microsoft Intune coupled with Azure Entra ID, Azure MFA, and Windows Autopilot to deliver end users an authentic "Out of Box" experience.

## Business Benefits

As an advisor, Synoptek brought the client's IT environment up to speed post-divestiture. We built a robust technology ecosystem, moved all data assets to the cloud, and established all new communication platforms. Our managed services model, which focused on security, end-user satisfaction, and hardware as a service, enabled the aviation client to establish itself quickly as a stand-alone company while allowing it to focus on its core business.

- Security established from the ground up protects users and data, regardless of geographic location.
- Flexible systems enable better communication across global, remote, traveling, and in-office employees
- The 24/7, follow-the-sun support model fits perfectly with the client's global operations, ensuring employees can reach support when and where they need it, no matter where they may be.
- End-to-end Managed Services allow the aviation client to keep a bare-bones IT staff while still engaging the extensive expertise required in the necessary portions and meeting all the security and regulatory requirements of their business.
- With the ability to engage in the services needed, the client no longer must invest in hiring or maintaining their large IT operation.
- Automated laptop configuration and robust identity and access management greatly enhanced the user experience, dramatically improving the perception of the company's new IT capabilities.



Annual savings of **3X**



User satisfaction rating of **4.9/5**



**97%** reduction in IT investment



Net Promoter Score (NPS) of **9/10**



**\$1.2m** capital freed up



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. Access to highly skilled professionals on a fractional basis enables an IT service capability portfolio that rivals a larger company. As stewards of a multi-billion-dollar portfolio comprising Airbus and Boeing jets operated globally, our collaboration with Synoptek has reinforced our operational focus and enhanced our ability to deliver exceptional value in the fiercely competitive aircraft leasing industry.

- CIO

## About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.