

The First Managed Experience Provider



AI-enabled IT Transformation: Half the TCO, Double the Digital Velocity

The standard for Managed Service Providers has evolved — and Synoptek is leading that evolution. It's no longer enough to maintain systems and monitor uptime. Organizations today need a partner that accelerates transformation, fuels innovation, and manages technology as a unified experience.

Synoptek is the first **Managed Experience Provider (MxP™)** — integrating **strategy, execution, and experience** across the entire IT ecosystem. Through our AI-enabled platform and advisory-led model, we turn IT into a measurable growth driver that delivers **lower cost, faster innovation, and greater business impact**.



How We Deliver on the MxP™ Promise

Our MxP™ framework integrates three pillars that optimize your technology ecosystem and streamline IT Management—powered by data, automation, and embedded security.

- **Cloud & Agile Infrastructure**

Optimize your cloud, network, and data environments to ensure scalability, resilience, and cost efficiency — the backbone of your digital ecosystem.

Key Offerings: Hybrid & multi-cloud management, Backup & disaster recovery, Infrastructure modernization, Cloud optimization, Virtual desktops (Citrix, AVD, VMware).

- **Business Applications & Platform Development**

Build, modernize, and integrate ERP, CRM, ITSM, and custom applications to drive agility, automation, and insight across the enterprise.

Key Offerings: Business applications modernization (Dynamics 365), ITSM platforms (ServiceNow), Low-code / no-code development, DevOps enablement, platform integration, and workflow automation.

- **Customer & Employee Experience**

Design and implement intuitive, experience-led platforms that boost productivity, engagement, and retention across digital channels and workplace environments.

Key Offerings: Digital experience platforms (Sitecore, Kentico, Adobe), E-commerce & marketing automation, UCaaS & CCaaS, Workforce collaboration and productivity (M365, Teams, SharePoint).

- **Data & AI**

Unify and activate data across your enterprise — integrating advanced AI capabilities for real-time visibility, predictive insights, and smarter decision-making.

Key Offerings: BI & analytics (Power BI, Tableau), Data engineering & governance, AI/ML & automation (Copilot, RPA, LLMs)

- **Cybersecurity**

Security integrated at every layer — combining proactive detection, rapid response, and trusted governance to safeguard digital operations.

Key Offerings: Managed Detection and Response (MDR/EDR) for identities and endpoints, vCISO & advisory services, Ransomware defense, Identity & access management, and Governance & compliance frameworks.

Proven Outcomes for our Clients



Healthcare

60% reduction in system errors improving patient outcomes



Manufacturing

60–75% reduction in IT and operational costs via ERP/CRM modernization



Transportation & Logistics

30% faster dispatch allocation with real-time analytics



Financial Services

35% improvement in compliance reporting accuracy



Nonprofit

\$250K+ in annual savings via managed IT services



Energy

40% reduction in unplanned downtime through predictive monitoring

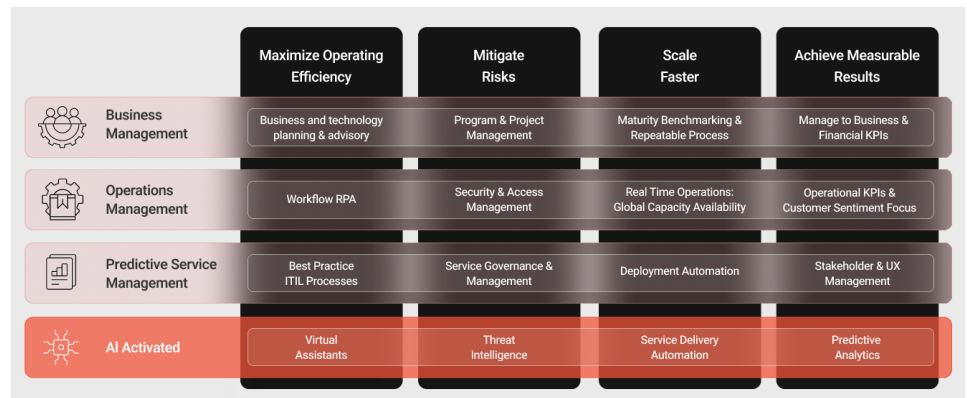


Higher Education

25% improvement in online enrollment and engagement rates

The aiXops™ Advantage

aiXops™ reimagines how IT is managed — fusing ITIL best practices, 20 years of transformation experience, and agentic AI innovation into a single, intelligent platform designed for mid-market enterprises.



The Synoptek Difference

Advisory-Led and Experience-Driven	We align IT strategy to business goals through outcome-based delivery.
End-to-End Portfolio	From infrastructure to experience — cloud, apps, data, security, and CX — all under one framework.
AI-Enabled Global Delivery Platform	24x7x365 operations powered by automation and insights.
Proven Results	188% ROI, \$5.9M NPV, and 86–235 hours productivity gain per user in the Forrester TEI study.
Customer Satisfaction Leadership	CSAT 4.9/5, NPS 71, TSIA “Pacesetter” in Managed Services.
Enterprise-Caliber Expertise	330+ certified consultants, 10+ years average experience, serving 1,200+ clients globally.

The Bottom Line

Synoptek MxP™ redefines managed services for the experience era — managing not just IT, but the experience that drives transformation and growth.