

Case Study



Overview

With over 130 years of combined experience, Elite Leaders are a high-quality group of select recruitment members, where the whole is greater than the sum of its parts. Together they affect real change, enabling members' recruitment businesses to achieve effective results and for their teams. All members are committed to continuing to show up, contributing, and making the collective better.

This company built on togetherness and collaboration was seeking a reliable Microsoft specialist provider to unify and strengthen communication across multiple offices whilst providing a seamless migration of services.

- Onboarding of services from Elite Leaders—taking ownership of the CPOR and management of Microsoft tenancy
- Upgraded the existing licensing model to adapt to their business requirements and full-scale deployment of their RMM for access abilities to laptops
- Synergy supported business growth with the effective and proactive use of technology
- Understanding the exact wants/needs of Elite Leaders ensured a smooth transition across to Synergy
- Delivered excellent planning and clear/concise communication between all parties from the offset
- Synergy engineers were friendly, and polite, making everyone feel relaxed and providing a frictionless migration

Challenges

Their previous IT provider decided that the Recruitment sector wasn't a future focus area, therefore, it was important for Elite Leaders to work with a partner that is aligned with their goals. They were delighted to be introduced to Synergy who have over 20 years' experience in the recruitment sector and are completely focused on supporting growing recruitment businesses, and their owners, particularly those looking to expand into new territories, and/or plan to exit, with the experience garnered over those years.

With multiple offices spread across the UK they were wanting to improve several areas:

- Unified communication through multiple offices
- Work in a secure and agile away
- Cloud-based services
- Reliable, fast technology to improve business function
- Benefit from the latest technology and advice

Implementation

To ensure the migration was seamless and to unify Microsoft technologies across offices. Synergy provided onboarding of services from Elite Leaders by taking ownership of the CPOR and management of Microsoft tenancy.

Synergy upgraded the existing licensing model to better adapt to Elite's business requirements and full-scale deployment of RMM for access abilities to laptops in the business. Understanding the exact wants/needs of Elite Leaders Synergy a smooth transition providing ongoing advice and unlimited support from engineers to aid the process.





Training

The training requirements were accessed on a user-by-user basis during the initial deployment and when new hardware was deployed, a flexible bespoke approach proved to be the best for them.

Benefits

The onboarding of Microsoft Teams management and deployment of RRM for access abilities to laptops in a collaborative format has resulted in proven benefits:

- Productivity gain
- Fast business applications- no longer seeing crashes or screen freezes
- Ongoing excellent advice from Synergy surrounding what hardware would work best for our needs
- Estimate savings of over 20% based on our previous expenditure
- Continuous support with a single point of contact for all technology requirements



Sid Barnes CEO and Co Owner of Elite Leaders said:

“I am really pleased to say the Synergy engineers were friendly, polite, and made everyone feel relaxed with the migration; they took time with each member of the team to explain what they were doing, why they were doing it and how long it might take.”

“They were also flexible in that if an urgent matter had to be attended to, they would come back later to finish the job off. The migration went smoothly, all the team were very happy and it was as seamless and frictionless as it could be!”

“As a customer ourselves, we are delighted to recommend SynergyGroup to all Elite Partners and businesses we advise.”