Case study

Syntech Systems provides industryleading fuel management and fleet automation solutions for municipalities, government agencies, and private sector fleets.

Industry: Fuel Management/Fleet Services
Website: www.myfuelmaster.com
Location: Tallahassee, FL
Size: 35 Agents

Seamless transitions

From manual processes to fully digital operation

100%

Remote capability for agents

NiCE Solutions

- CXone Mpower platform
- Workforce Management
- Quality Management
- Performance Management

Challenge

Syntech had been relying on a legacy on-premises contact center solution that lacked modern features like remote access, workforce management, and integrated quality monitoring. Day-to-day operations were driven by manual processes: agent schedules were built using spreadsheets, quality assurance reviews were tracked by hand, and reports were pieced together from disconnected data sources. This approach created inefficiencies, delayed decisionmaking, and left managers struggling to get a full picture of performance.

Solution

Syntech partnered with NICE to implement CXone Mpower along with the full suite of WFM, QM, and performance tools. The cloud-based solution enabled 100% remote work, automated reporting, and provided real-time dashboards, transforming Syntech's operations into a resilient, agile, and fully digital operation with deep visibility and scalability to meet growing customer demands. Syntech has automated many key processes, reducing manual workload and improving oversight. Managers can now monitor agent status and adjust workflows in real time, and agents have started to embrace the remote-friendly setup. The team has found immediate improvements in reporting speed, data visibility, and agent scheduling flexibility.

> **NiCE CXone Mpower has completely transformed how we work. We've moved from awkward manual systems to a streamlined, digital-first operation that's built for the future.**
>
> **Russell Allen,**
> Customer Service Center Manager
> Syntech Systems

Great stats

Implemented

Automated reporting and realtime dashboards

Improved

Agent scheduling flexibility and data visibility