


25 YEARS OF INNOVATION

Delivering customised efficiency and savings

At Synertec we understand that no two healthcare organisations manage documents in the same way. That's why we specialise in business process automation that is tailored to your precise requirements. This is a single solution that delivers complete document control to meet your evolving needs.

We deliver quantifiable efficiency gains and cost savings from the outset, while developing a long-term mutually beneficial relationship, founded on our deeply held values of excellence and integrity.

What Synertec delivers at a glance

- Significant cost savings through elimination of manual processes
 - Tailored end-to-end solution that works with existing host system
 - A flexible future-proof solution that adapts to your changing needs
 - Very short payback periods
 - Dedicated on going service and support team
 - Digitisation of patient communications to suit your needs
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Our Values - AEIOU

These five vowels are representative of our values; the things we believe in. They shape the way we go about our business, every day.

Ambition

We are intellectually restless; we strive always for better. Our entrepreneurial spirit drives us to find new ways to contribute to our customers' business.

Excellence

Best is our only benchmark, and always will be. It's the goal that drives us in everything we do, every day.

Integrity

To us, honesty and trust are everything. We do all we can to continue to deserve the trust of our customers, suppliers and people.

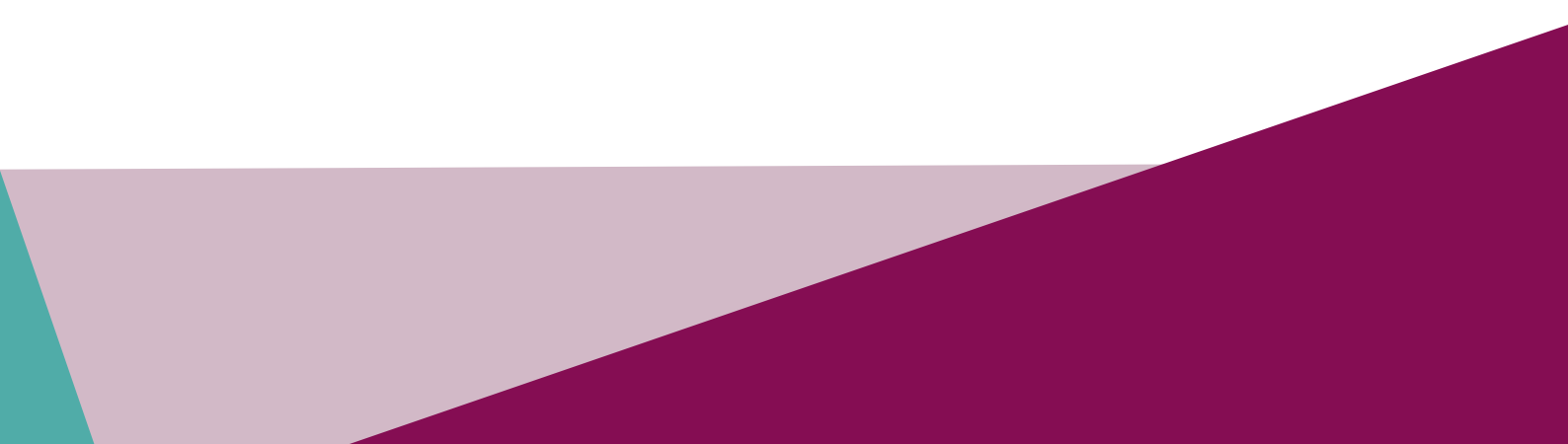
Openness

We avoid barriers wherever we can and encourage flow. We don't lock customers into contracts. We enable our people to work collaboratively and give them the freedom to achieve.

Unity

We create concinnity with our customers, suppliers and people to achieve harmonious and mutually beneficial partnerships. We know our success is inextricably linked with theirs.

Whether working with ambitious entrepreneurial businesses or complex multi-layered healthcare organisations, we apply the same rigorous values to all that we do. We believe that engaging in symbiotic relationships with our customers is the only way for us to gain the deep understanding of an organisation required to develop solutions that optimise efficiency and provide very short payback periods.



Synertec credentials

We work with 75% of NHS Trusts	3.7 Million Digital Documents processed per month	Multiple production sites - Warrington, Milton Keynes, Bristol
12.3 Million Portal uploads	Net Zero by 2035	100 Million Pieces of communication sent a year

Bulk Communications

Synertec were commissioned by **NHS South, Central and West (SCW)** to support both the Winter flu vaccination programme and the **National COVID-19 vaccination programme** in communicating to patients nationwide. This mass-scale of communication involved sending the blue enveloped letters across the nation, which have now become synonymous with the campaign. This was paired with text messages to patients, notifying them of their eligibility to receive the vaccine. This involved the strategic management of sending the communications in stages to enable the demand for vaccination centres across the country, in line with capacity and demand.

The **Winter flu vaccination** was a time-specific campaign to enable eligible patients to receive their vaccination against the seasonal flu. For a period, this ran alongside the COVID-19 vaccination campaign without affecting Synertec's capacity to deliver the campaign's objectives.

Synertec also printed communications for a pilot national vaccination campaign for **Shingles, with up to 70,000 letters sent** to those eligible over a year as well as auxiliary communications.

Our History

1999

Synertec is founded and opens an Office/ Production Facility in Wellington.

2005

Due to demand, Synertec opens a Pay As You Mail (PAYM) Production site in Wellington.

2012

Two new Production Facilities open, one in the south of England, in Bristol and one in the north, in Warrington. Wellington becomes Head Office and is no longer used for production.

2021

A third Production Facility was opened in Milton Keynes, providing another disaster recovery backup and improving the processing of large document volumes across England.

Our Locations

Wellington

Head Office
2 Castle Rd, Wellington, TA21 9JQ

Bristol

Production & Office Site
9 The Laurels, Patchway, Bristol, BS10 7TT

Milton Keynes

Production & Office Site
Protection House, Milton Keynes, MK7 8HX

Warrington

Production Site
Leacroft Rd, Warrington, WA3 6WA



What is Prism?

Synertec's Prism software is a toolkit of standard applications that can be used to implement an almost entirely bespoke solution for any healthcare organisation. Prism was built to allow Synertec to intercept and extract data so that logical rules can be applied to transform a document into a desired format.



Prism

Capture

Prism can capture data from a wide variety of file types, and from a variety of sources and systems. This can be done for both incoming and outgoing documentation.

Transform

Prism will then transform the data into the correct format, apply the layout and any rules individual to the customer's requirements.

Deliver

Finally, Prism will deliver the document in the customer's preferred format, meeting the diverse range of needs of our customers.

Below are some example data formats Prism can capture, and the methods of transformation and delivery. The lists below are by no means exhaustive. We have never encountered a data format that Prism could not work with.

Capture

- Doc
- PCL
- PostScript
- PDF
- Delimited
- Fixed Width
- Generic
- XML
- EDI
- HTM

Transform

- Format Translation
- Standards
- Lookup
- Mail Merge Automation
- Accessible Information Standards
- Security
- Combine documents
- Additional Content
- Add Codes
- Calculations
- Reply Processing
- VaultLink
- Content amendments
- Audit
- Action Cells
- Data Format Validation

Deliver

- PAYM
- Suppression
- Local Print
- Email
- SMS
- VaultLink
- File Save
- SFTP
- Web Services
- FHIR
- 3rd Party Integration

Our Partners

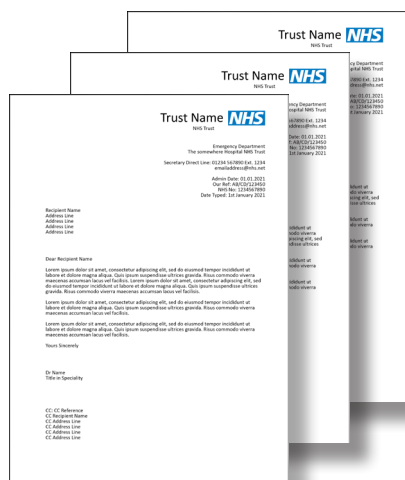
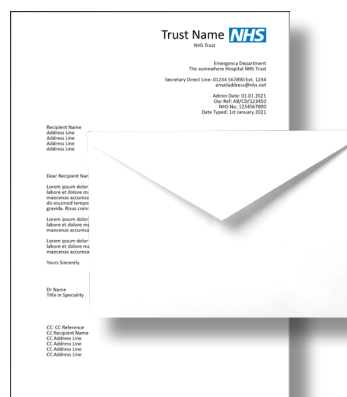
Synertec's robust partnerships with 3rd party portal providers enables a more streamlined approach to patient communications, further supporting our customers and their diverse needs.

- **Patients Know Best**
- **DrDoctor**
- **Netcall**
- **Wellola**
- **Mindwave**

How Synertec supports the public sector

Distributed Print Production (DPP)

Through Synertec's DPP offering, we can manage and send your communications through our bespoke Prism software. This will then be assigned to one of three of our state-of-the-art production centres. Prism uses built in logic to smartly route your documents in the most efficient and environmentally friendly way possible.



Large scale communications

Our one-off large scale mailouts offering helps our customers who need to fulfil large, one-off bulk letter mailings. This provides customers with a flexible and cost-effective solution to the important distribution of ad hoc and short notice requirements.

What our customers say about us...

“Synertec brings together solutions that we have previously had to go to a range of different solution providers for. It has taken the workload of an individual for the translation of materials that is now automated.” This efficiency now allows documents to be formatted automatically through Synertec’s Prism unit. This will contribute to support better provision of information to patients of the MFT, meaning that patients can now feel more confident in their hospital visits and their overall experiences with the NHS.

- Manchester University NHS Foundation Trust

Pay as you mail (PAYM) is a flexible solution that Synertec provides RSFT, which enables them to send out all communications they need to, while only paying for the letters they send, when they send them. Synertec’s state-of-the-art production sites are secure, reliable and allow for effective creation and fast delivery of communications. “This has massively reduced our administration time for this process and allowed us to reduce the number of administrators required in that team.” Rather than packing letters, the staff are now able to prioritise their time on other important administrative duties for the foundation.

- Royal Surrey NHS Foundation Trust

“With AIS being a huge focal point for our Trust at the moment, I have found Synertec to always be incredibly helpful with assisting in projects and helping us as a Trust to achieve our goals when it comes to providing patients with what they need and expect.”

- University Hospitals Bristol and Weston NHS Foundation Trust

“The benefit of my service being set up for remote printing via Synertec was an absolute life-saver during the Covid pandemic. Over night we were all working remotely and some of my team were shielding and not able to go into office to print off letters. Being able to print patient letters from home meant that the service was able to continue seamlessly and we were able to keep in touch with our vulnerable patient group, ensuring they knew how to access the service in an emergency. Honestly do not know how we would have functioned without it!”

- Hounslow and Richmond Community Healthcare NHS Trust

Delivering ongoing service and support

Dedicated account team

Our dedicated team of professionals provide a best-in-class level of customer service and support throughout your journey with Synertec.

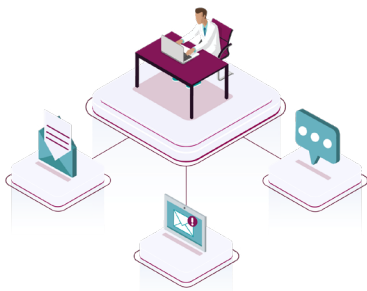
From understanding your initial requirements, through to implementation and day-to-day customer service, our Business Development team is with you every step of the way.



Future-proof flexibility

The inherent flexibility of Prism enables it to continually adapt to meet the changing needs of your business.

- Your dedicated Synertec team is always on hand to help and support you through any such changes.



Security accreditation

We take our responsibilities for data security extremely seriously. To provide the reassurance you need, we've implemented an Information Security Management System (ISMS) policy which governs our policies and procedures in this regard.

- This policy is compliant with the ISO27001 principles and written with careful consideration to GDPR.
- Our full security credentials are available on request.

Disaster recovery

Synertec operates a comprehensive and well-drilled Disaster Recovery and Business Continuity Plan. Our processes are designed to keep your business running, no matter what.

Whatever your interest, make it ours.

We will explore how you currently work, and what your requirements are. A free, no obligation consultation will unearth your business' pain points. We will suggest the solutions and strategy that will work for you, and deliver a tailored roadmap to ensure you achieve your goals with confidence.

For more information please
contact: queries@synertec.co.uk

