Synertec Ltd

Complete Document Control

Synertec

complete document control

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Who We Are

Who is Synertec?

Synertec is the market leader in document solutions and we process over 80 million documents a year for a wide range of public sector and commercial organisations including 150 NHS trusts and a number of local authorities. Through our platform Prism, we can accept work from any host system and information format. We capture the information, transform it into a document and then deliver it to your customers either through traditional mail or digitally.
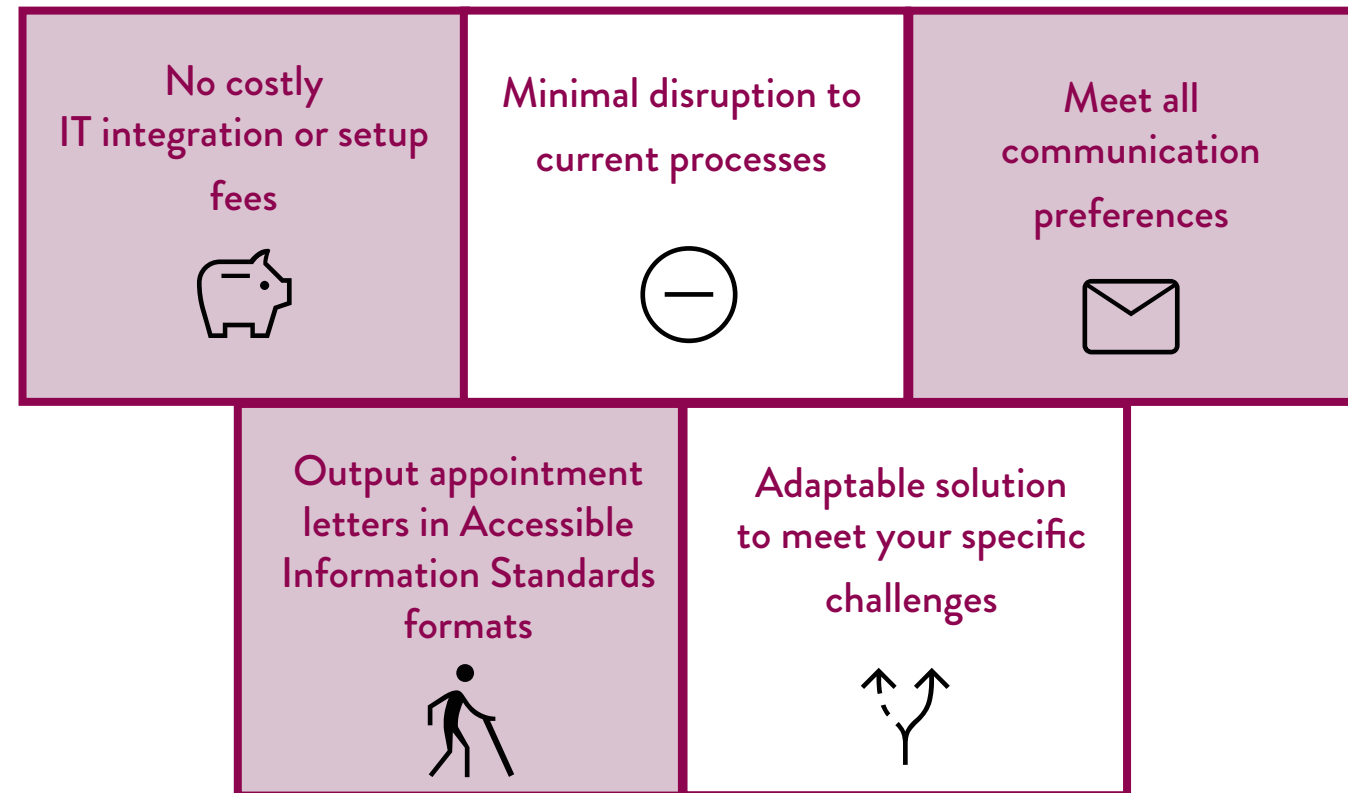
How does Prism work?

From the customer's perspective, Prism is a simple and cost-effective solution. There is no direct integration required, you just direct files to the Prism virtual printer and then, through pre-defined templates, Prism does the rest. It really is as easy as 'pressing print'. And that's not all, Prism can accommodate all systems and information formats and deliver documents in the way you and your customers want, either traditional mail or digitally.

What are the benefits?

Prism is flexible, consistent and simple. It can accept anything from single documents up to many thousands of items, all through the same process. It can handle many different types of documents from council tax reminders to sending payslips electronically. It's not just the technology though, our production centres can provide a business service that delivers mail on day plus one. This means that if you send us a document on Wednesday by 5pm it will be received by the intended recipient on the Friday. This can save considerable amounts on postage charges.

Why choose us?

At Synertec, we prioritise outcomes. Whatever your goals, we support you in achieving the most effective and high-quality solution for your document management and communication needs. Our consultation process includes auditing against your existing processes and desired objectives to deliver a tailored solution. We do this by positively challenging you on your objective to ensure that your outcome is as effective as possible. We also do things differently to ensure flexibility for our customers. Below are some key points about working with us that make it a smoother and stress-free process:

No costly IT integration or setup fees	**Minimal disruption to current processes**	**Meet all communication preferences**
Output appointment letters in Accessible Information Standards formats	**Adaptable solution to meet your specific challenges**	

Prism: Our solution that enables Capture, Transformation and Delivery

Prism is a toolkit of standard applications that can be used to implement an almost entirely bespoke solution for a customer. We primarily support our customers through the management of both incoming and outgoing documents and communications.

Prism capture

We have never failed to find a way to work with the data presented to us by any customer.
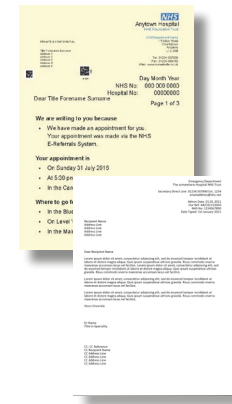
Prism transform

We constantly exceed expectations by transforming captured information into precisely what you need to produce.

Prism deliver

We have developed delivery solutions which satisfy the diverse needs of all our customers.
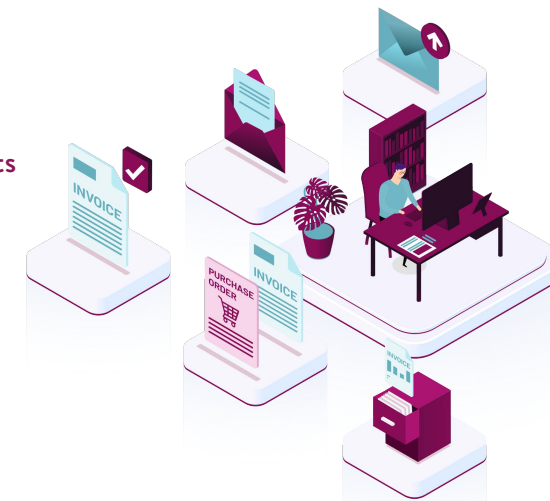
Some of our unique products and services:

Hybrid Mail

Our Hybrid Mail offering enables companies to send communications of any volume in the format that is needed for the recipient.

This means that our customers are able to send physical letters, including various formats of letters, correspondence, and using accessible preferences for individual needs.

Accessiblility for vulnerable clients

It is of fundamental importance to provide clients with information in a format that they can understand.

For this reason, we offer various accessibility options that support client comprehension of information.

• Large Font
• Contrast Background
• Braille
• Audio (MP3)

This will enable you to:

• Reduce manual time taken on tasks
• Improve accessible support for patients
• Meet all communication preferences

Some of our unique products and services:

Automation of incoming invoices

Our Purchase Ledger Automation solution is designed to take away the manual stresses of processing your invoices.

Our Prism technology will smartly capture the data from your invoices by polling your inbox, and then transforming the data and uploading it into your finance package, or any other storage method for invoicing.

Purchase Ledger Automation will enable you to:

• Free up time
• Reduce errors
• Achieve consistency

Enable Immediate Payments, Copies and Queries

Our highly secure solution, VaultLink™ enables our customers to send unique links that enable the end user to make immediate payments, request copy documents, or query their outstanding payments. These can be emailed as links, or sent via QR codes on a paper document.

This means that your staff will no longer have to manually perform these functions on the phone.

This solution has proven to:

• Improve Cash Flow
• Reduce Time Wastage
• Increase Security

Support

Support Hours

Synertec provides support from 08:30 - 17:30 on UK business days (Monday to Friday excluding bank holidays).

Onboarding

To support the onboarding process, every customer is assigned an office-based Project Manager who will manage the onboarding process in line with Prince2 methodologies, through to successful completion.

Customer Services

Once the service has been implemented, every customer is assigned a dedicated Customer Account Executive, the day-to-day contact available to answer any questions or queries that may arise following implementation.

Account Management

Each customer will be assigned a field-based Business Development Manager who is responsible for the overall customer relationship.

Technical Services

Synertec's Prism software (installed at the customer site) is constantly monitoring numerous operational parameters and will send auto-logging support notifications in the event of an anomaly being detected. These notifications are logged automatically 24 hours a day and are actioned by our Technical Services department during usual working hours.

National Immunisation Campaign - Covid

Challenge

Synertec were commissioned to deliver the nationwide communications for COVID vaccinations. The challenge for the NHS was delivering a consistent method of contacting all eligible citizens in England and ensuring that a multichannel approach was taken to cater for multiple demographics, given that some will prefer to be contacted digitally, and others via physical letter.

Solution

Our ability to receive large amounts of data was truly important for the success of this campaign, combined with our capacity to manage the high volume sending of letters/leaflets and SMS messages. The flexibility of our solution meant that, whether physical or digital, we could effectively deliver the communications to citizens across England on behalf of the NHS. For the physical communications, these eventually took the form of the now widely recognised blue envelopes, containing the necessary information to proceed with the vaccination process.

In total, Synertec have sent 77,203,624 letters to patients across the country for the COVID and Flu communications. In addition to our physical mailing, we sent out SMS messages to patients that were eligible to receive their vaccine. This included the initial invitation, prompts for their 2nd dose if it was not booked, reminders, and also focuses on geographical areas that were seeing a spike in cases, to help combat the issue. Our SMS messages began to be sent in March 2021, and since then, a total of 54,001,846 SMS messages were sent to patients in England.

Manchester University NHS Foundation Trust

Challenge

Manchester University NHS Foundation Trust (MFT) began working with Synertec to address a key issue of theirs – to create a standardised and systematic way of recording and meeting accessibility requirements.

They also needed to find a way to raise awareness of provision with regards to AIS across over 28,000 staff, to make sure that they knew what was available to their patients.

Solution

MFT is introducing a Electronic Patient Records system called HIVE in order to bring together and standardise the different systems operating across the Trust into one system in order to improve patient access, outcomes and experience. When working with Hive, MFT are building in the AIS codes for each letter format aligned to Synertec's codes. Jane Abdulla, Assistant Director for Equality, Diversity and Inclusion, said, "I am proud that MFT has made the decision that the AIS will be mandatory in HIVE, that is we are making it mandatory to ask and record patient's accessible information and communication needs. I believe we are the only Trust in the country who have introduced HIVE to have made the AIS mandatory. With Synertec, we can provide correspondence to patients that meets their individual needs."

Jane discussed how Synertec's solutions mean that they can achieve multiple goals by working together. "Synertec brings together solutions that we have previously had to go to a range of solution providers. 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.

> "Synertec brings together solutions that we have previously had to go to a range of solution providers. It has taken the workload of an individual for the translation of materials that is now automated."

Sydenhams

Challenge

In 2021, Oliver Sherborne, Director at Sydenhams saw an opportunity to change the way that 6 members of their staff were processing invoices. To automate this process, which is essentially a reconciliation exercise, meant that their workload was reduced, freeing them to spend more time on business priorities. Sydenhams were seeing hundreds of invoices per month, specifically in relation to kitchen and bathroom supplies where each individual item had its own separate invoice. The high match rate on these invoices meant that work was significantly reduced to manage these incoming invoices and shift from a once analogue process to a digital solution.

Solution

This is where Oliver moved to work with Synertec on utilising the Purchase Ledger Automation (PLA) solution to improve their method of processing. On this, Oliver said "I'd like to go from paper-based to paperless wherever possible, and the flexibility of Synertec can support that in getting it where it needs to be." This would also see the expansion of processing other documents, as Oliver looks to incorporate expense invoices into this too. He stated "The Purchase Ledger Automation solution is currently covering 50-60 percent of what we could do – I'd like us to cover the remaining 40 percent." This value that the solution added was in clear support of Oliver's goal, and the transition of moving the workload over meant less of a drastic change to the current processes, while also seeing immediate value.

When changing auditors, staff at Sydenhams delved into the detail of their processes, to see how best to refine them. By using Synertec's solution, there is now much greater awareness across the branches, meaning they can understand where has a higher or lower match rate on their invoice processing and then figure out the cause. Oliver said that this was hugely important for the success across several branches, saying that "by putting more structure into place, we have less human error. We're also much more price conscious now as we have time to look into what we're being invoiced for, rather than focusing on the processing." This directly supported the staff in having more time to really think about the finances, and ultimately help the staff focus on more critical tasks. "Redeploying the time of team members equated to more time in the day to focus on projects that help push the business further ahead."

> "Other companies simply roll the same product out anywhere. It was a breath of fresh air to see that Synertec wanted to make sure it fit what we wanted to achieve."

Security

ISMS

Synertec takes its responsibilities for data security very seriously and has implemented an Information Security Management System (ISMS) which governs our policies and procedures in relation to this. Our ISMS documents are written with careful consideration to the GDPR and are compliant with the ISO27001 principles. Synertec holds a registration with the Information Commissioners Office (ICO) and have undertaken the ICO's Personal Information Promise; this is a voluntary commitment to constantly strive for the highest levels of data security.

The ISMS applies to the provision of information processing services to employees and customers of Synertec in accordance with the "ISMS Statement of Applicability". It encompasses the following:
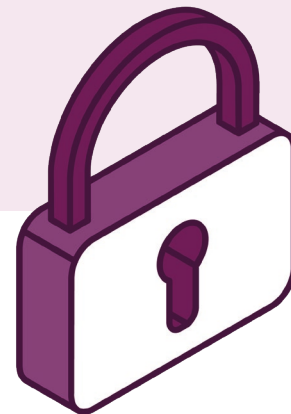
Premises:

- Synertec's Head Office, all Production Facilities and all satellite offices, and data processing operations

Operations:

- Sales, Customer Support, Technical Support & Implementation, Development & Testing, Administration, Accounting, Production, and all other teams within Synertec

Ancillary Areas:

- Communications between Synertec & its customers
- Communications between Synertec premises

Security

Physical Premises

- Synertec premises employ an intercom system with remote door lock control.

- Internal doors are secured via key-card or physical combination locks. This facilitates Synertec's "two locked doors" policy between any customer data/hardcopy and any public area.

- Server Rooms/Data Centres are protected by high-level key-card access, and equipment is kept in locked cabinets. Critical computer equipment is stored behind at least three locked doors. Windows grilles are fitted to vulnerable windows. Printed material is locked away when not in use, under the same "two locked doors" approach.

Business Continuity

At Synertec we print our customers' documents in real-time across multiple production sites. If one of these production sites cannot print, insert, or despatch documents to meet our production service levels; we are able to remotely divert documents to another of the production sites to be processed (utilising real-time mirroring). Our production sites are located across a wide geographical area, and it is therefore unlikely that a disaster will affect all of these locations concurrently. The plan allows for recovery of Hybrid Mail services to customers within 48 hours of a disaster being declared.

We also have facilities in place, in the form of a 'cold' site, should a 'disaster' occur at our Head Office based in Wellington. These include a furnished and networked office environment which can operate as a fully functional Head Office facility within 0-48 hours (dependent upon the nature of the 'disaster').

Unlike traditional mailing houses, our sites house 42 Canon printers each capable of printing 85 impressions per minute from each printer. These are complemented by 4 inserters at each site, ensuring continuity of workflow. If one printer or inserter fails, we simply direct work to another!

On a monthly basis we monitor the following statistics to ensure:

• Average daily production does not exceed 50% of our total production capacity

• Peak daily production does not exceed 75% of our total production capacity
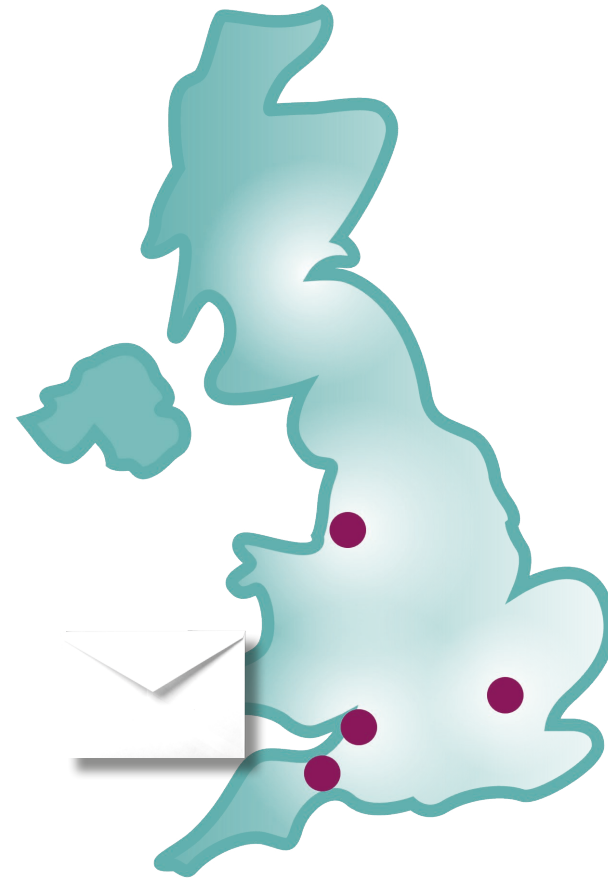
Accreditations

- ICO Registration - https://ico.org.uk/
- Data Protection Act Registration

    • Synertec's Data Protection Act register entry number is Z1858675 at Tier 3.

- General Data Protection Regulation
- HSCN

    • Data is transferred from the NHS customer to Synertec's infrastructure over an encrypted connection via the HSCN.
    • SIN number - 420382
    • Organisation code - 8HL10.

- NHS Digital - DSP Toolkit - DSPToolkit.nhs.uk
- Cyber Essentials Plus Government Scheme - http://www.cyberessentials.org/list/
- Legislative Requirements

    • Synertec have various policies in place, such as Health and Safety and Environmental policies, which ensure we remain compliant with current legislative requirements. These are periodically reviewed and updated.

- ISO 9001 (Quality Management)
- ISO 14001 (Environmental Policy)
    • We only source our paper and envelope supplies from ISO 14001 certified and FSC / PEFC accredited suppliers.

- ISO 27001 (Information Security Management System)
- Digital Technology Assessment Criteria (DTAC)

Carbon Reduction

Synertec's Carbon Reduction Plan lays out how Synertec is committed to achieving net zero emissions by 2035.

At Synertec we take pride in doing things the right way, which is why we plan to achieve an 86.74% reduction in carbon emissions by 2027. This is years ahead of the Government's recommended time scale. We also believe it is our responsibility to create a more sustainable working and living environment. One which contributes to the betterment of the people in the world that we inhabit.

We always strive to do the right thing, no matter if anyone is watching. In line with our company values, we believe in focusing on ambition, excellence and integrity. That is why we are committing to a more robust and credible plan to truly become net zero.

From the cars we drive, to the lighting in our office – we are dedicated to doing our part. Our agenda for the future is wholly aligned with reducing our carbon emissions. Whilst we know we cannot solve the climate crisis; we are dedicated to doing our bit to reduce our impact. We are proud to be on our journey to net zero.

Here you can read Synertec Limited's **Carbon Reduction Plan.**
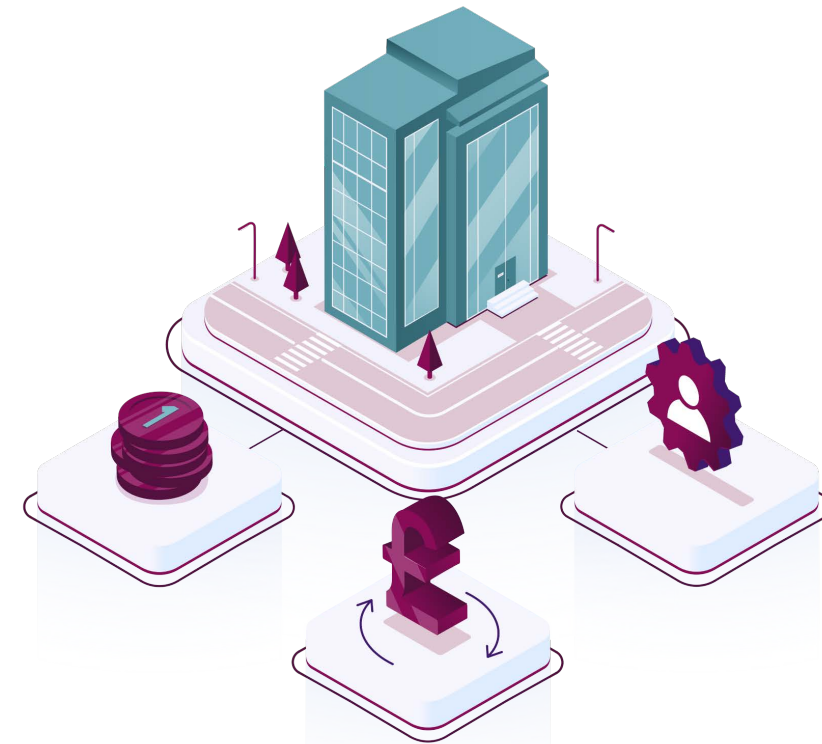
Whatever your interest, make it ours.

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

CYBER ESSENTIALS PLUS

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