# Engage with your community: with a single digital platform solution

## Empowering the community with easier access to information, services and special interests – online, from any device, anytime

Whether it's letting individuals access their own records, or register with a GP and other public services as someone new to the area, engaging with communities via a single digital Community Engagement Platform is a great way to deliver a convenient and consistent customer experience across all local services.
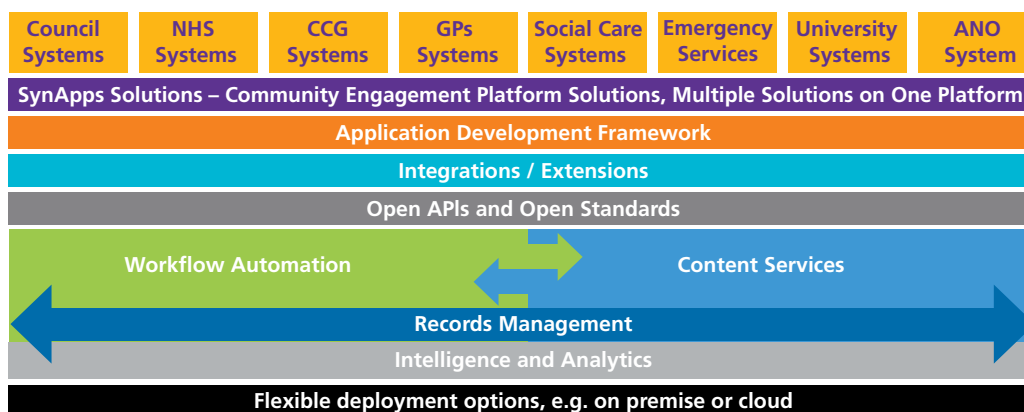
As well as being something customers can access and interact with at anytime from anywhere, a digital customer engagement platform can bring communities closer together. It also makes it easier for people to connect with and provide feedback about the services, interests and opportunities that are relevant to them.

Best of all, having a single digital hub for local service access offers an easy and very cost-efficient way for local authorities to manage customer care – because it puts the individual in control. GDPR data permissions compliance is built in. And because interactions happen electronically, integrated with back-office systems, there's no need to re-enter information manually. If next actions are needed, workflow rules trigger these automatically - with timely alerts to ensure SLAs are met.

SOCIAL CARE    AMBULANCE

HOSPITAL    POLICE

GP    COUNCIL

# Digital Community Engagement solutions from SynApps: key features & benefits

- **Drives community engagement.** Empowering customers to make the most of their communities, find like-minded others and services they value, and provide feedback about issues that matter to them.

- **Customer – and staff - satisfaction.** Provide a more immediate and satisfying customer experience, because everything is all accessible via a single platform , accessible 24/7 from anywhere – with an automatic record of correspondence.

- **Automation & efficiency.** Manage processes digitally – no need for paper or manual re-entering of information. Online/mobile self-service, automated data entry and integrated workflow will reduce administrative costs.

- **Overcoming organisational silos.** Connect directly to partner service providers and local businesses, via integrated systems and workflow. Information can be input to the platform from any source, in any location, in any format.

- **Compliance.** A single point for requesting customers' data permissions, and allowing customers to access their own records, in line with GDPR requirements. Secure, traceable records management forms a central part of the digital content and process management platform.

- **IT consolidation.** Coordinating multiple services via a single digital platform enables cost savings as separate systems are rationalised.

- **Rapid, flexible and affordable deployment – at any scale.** Options to run the Community Engagement Platform on local authority premises, in the cloud or something in between, offers councils flexible and affordable sourcing options. The platform is easy to configure, and councils can start small and expand the platform over time.

| Council Systems | NHS Systems | CCG Systems | GPs Systems | Social Care Systems | Emergency Services | University Systems | ANO System |
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**SynApps Solutions – Community Engagement Platform Solutions, Multiple Solutions on One Platform**

**Application Development Framework**

**Integrations / Extensions**

**Open APIs and Open Standards**

**Workflow Automation**     **Content Services**

**Records Management**

**Intelligence and Analytics**

**Flexible deployment options, e.g. on premise or cloud**

## About SynApps

SynApps Solutions is a widely respected independent expert in enterprise content management. We provide highly integrated solutions and services of exceptional quality, thanks to the deep skills and experience we have amassed over the last two decades.

Our customers, which span healthcare, government and commercial markets, are able to capture, manage and share knowledge dynamically and efficiently, with proven business and regulatory compliance benefits.

We provide software, consultancy, implementation and support services for leading ECM solutions, as well as our own content integration and migration solutions, ConXApps, which allow organisations to quickly maximise their investment in ECM technologies.

To find out how we could help improve customer engagement in your community visit **www.synapps-solutions.com**