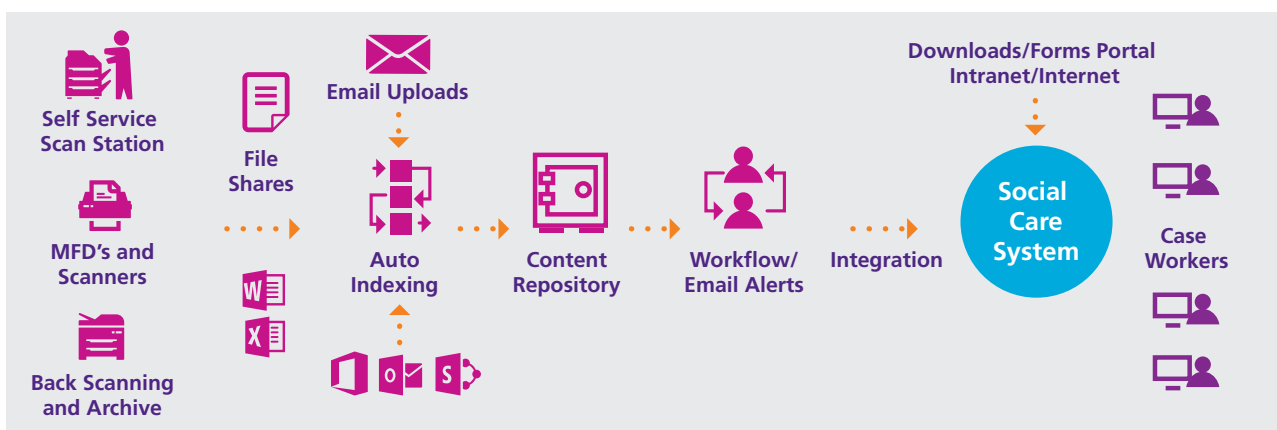# Digital case management in social care: automating efficiency, collaboration & compliance

Create electronic case files automatically. Capture content from any source and collaborate and share information securely

Digital case management is the ideal way for local authorities to enable better care with limited resources, while fulfilling SLAs and complying with strict new data protection requirements under GDPR. This isn't just about capturing case notes electronically – it's about having a central place to coordinate everything. And making the latest information available to the people who need it at exactly the right time - wherever they are. It's about dispersed teams being able to collaborate and share information securely, and the right people being notified at the first sign of a problem – ensuring nothing is left to chance.

Digital case management offers social care teams and partner organisations to automatically create, update and process case files using all of the available information - no matter how or where this originated. It could be any combination of scanned documents, email attachments, and notes taken while with a client, photographs, text messages and audio recordings. SynApps case management solutions can capture, consolidate and intelligently index all forms of content, to create comprehensive care records that care workers, their managers and partner service providers can access securely at the point of need. Meanwhile automated workflow will trigger prompts and alerts as needed to meet SLAs and escalate any issues as soon these arise.

Case management solutions from SynApps: key features & benefits

- **Automate case file creation & updates** from original source documents, notes or communications. No need to re-enter information manually.

- **Huge efficiency gains,** commonly equating to **19.7% resource savings,** because care teams have all the information at their fingertips and do not need to duplicate effort by transferring notes by hands. This frees them up to see and provide help to more clients.

- **Capture content from any source, in any format.** SynApps case management solutions can automatically 'read' and index content so that it can be filed and retrieved readily.

- **Direct integration of workflow engine with case files** prompts timely and appropriate actions. Rules can be configured easily to send out **alerts** and escalate issues as needed, ensuring nothing is missed, SLAs are met and critical action is not delayed.

- A single, central hub for social care records makes it easy to maintain **compliance with new data protection rules under GDPR.**

- **Enable straightforward integration with partner organisations** such as schools as well as the NHS, for example to meet Ofsted's updated requirements for child protection and the national agenda for joined-up health and social care.

- **Transparency & auditability.** At-a-glance status 'dashboard' makes it easy to view case updates and report on actions and progress.

- **Rapid, flexible and affordable deployment – at any scale.** Options to run SynApps case management solutions 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 their systems over time.

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 your local authority benefit from digital social care records management visit **www.synapps-solutions.com**