



CASE MANAGEMENT SOLUTIONS

Transforming Case Handling Efficiency Through Enhanced Visibility and Traceability

with an end-to-end solution that provides greater oversight and scalable impact

For over two decades, SynApps Solutions has delivered enterprise content management solutions that combine content services with AI-powered automation. Built on deep expertise and a long-standing partnership with Hyland, SynApps develops solutions that manage information at scale and embed intelligence into critical business processes.

Using Hyland Alfresco's modular architecture as the foundation, SynApps created ConxFlow™ — a comprehensive case management solution that extends beyond content management. The company supports healthcare, government and financial services organisations, transforming unstructured data into actionable insights that enable faster decisions, stronger compliance and more effective operations.

Unified Case Management for Faster, Smarter Decisions

For many organisations, the pressure to meet SLAs is compounded by a lack of unified case visibility. Critical information is dispersed across systems, making it difficult for teams to access the complete picture needed to manage cases efficiently.

ConxFlow addresses this challenge. It is an end-to-end case management solution built on Alfresco's enterprise content management (ECM) capabilities. It unifies case data, documents and workflows in a single environment, ensuring traceability from first contact through post-case follow-ups. Adopted in highly regulated environments including the NHS, pensions administrators and insurance providers, ConxFlow demonstrates its ability to handle complex, sensitive cases with precision.

Rules-based routing and smart lists direct enquiries to the right team, while integrated checklists guide teams through each procedural step. By embedding content handling directly into the solution, ConxFlow enables documents to flow seamlessly into each case file with intuitive drag-and-drop functions — reducing manual effort and keeping processes moving.

These features also ease compliance requirements that can otherwise be time-consuming, such as antifraud checks or management reporting for SLA and regulatory purposes. Managers gain greater oversight through live dashboards, allowing them to spot overdue or at-risk cases quickly and intervene before SLA deadlines are missed.

Key Outcomes



Faster Case Resolution

Instant access to case histories and automated workflows enables staff prioritisation of complex cases.



Improved Operational Oversight

Clear visibility into performance metrics and bottlenecks through comprehensive reporting.



Scalable Growth

Increased capacity and streamlined processes support organisational expansion while maintaining service quality.

Driving Efficiency, Oversight and Organisational Growth

ConxFlow transforms case handling by empowering staff to focus on high-value, complex cases rather than administrative tasks. With complete case context at their fingertips, teams can make informed decisions quickly and deliver a seamless customer experience with minimal back-and-forth communications.

Team leads gain precise visibility over case volumes, workflow bottlenecks and emerging issues, supported by on-demand reporting that drives timely, informed operational decisions and ensures SLA targets are consistently met — reducing the risk of missed deadlines and regulatory fines.

At the organisational level, ConxFlow reinforces compliance, strengthens traceability and instils confidence in operational performance. By streamlining workflows, reducing friction and expanding operational capacity, organisations can take on more cases, scale processes efficiently and achieve measurable growth — while elevating service standards and improving the overall customer journey.

Looking ahead, SynApps is embedding next-generation automation and AI capabilities to summarise extensive case histories, automate repetitive tasks and minimise delays in customer interactions — further enhancing efficiency and the overall experience in its solutions.



Hyland Alfresco brings modularity to design. Since the workflow and content engines operate independently, it integrates seamlessly with business applications without forcing the system to bend. While other systems with embedded workflow engines require us to work around their limitations, Alfresco lets us build exactly what clients need.”



James Paton
Chief Executive Officer,
SynApps Solutions

Empowering Smarter Case Management

Complex case workflows and dispersed information slow operations and stretch teams thin. SynApps Solutions delivers intelligent solutions that streamline processes, improve visibility and help organisations scale with confidence — all while consistently meeting SLA commitments.

Already a customer? Visit the Customer Portal on [Hyland Community](#) to connect with your support team.

Work with Us ↗