

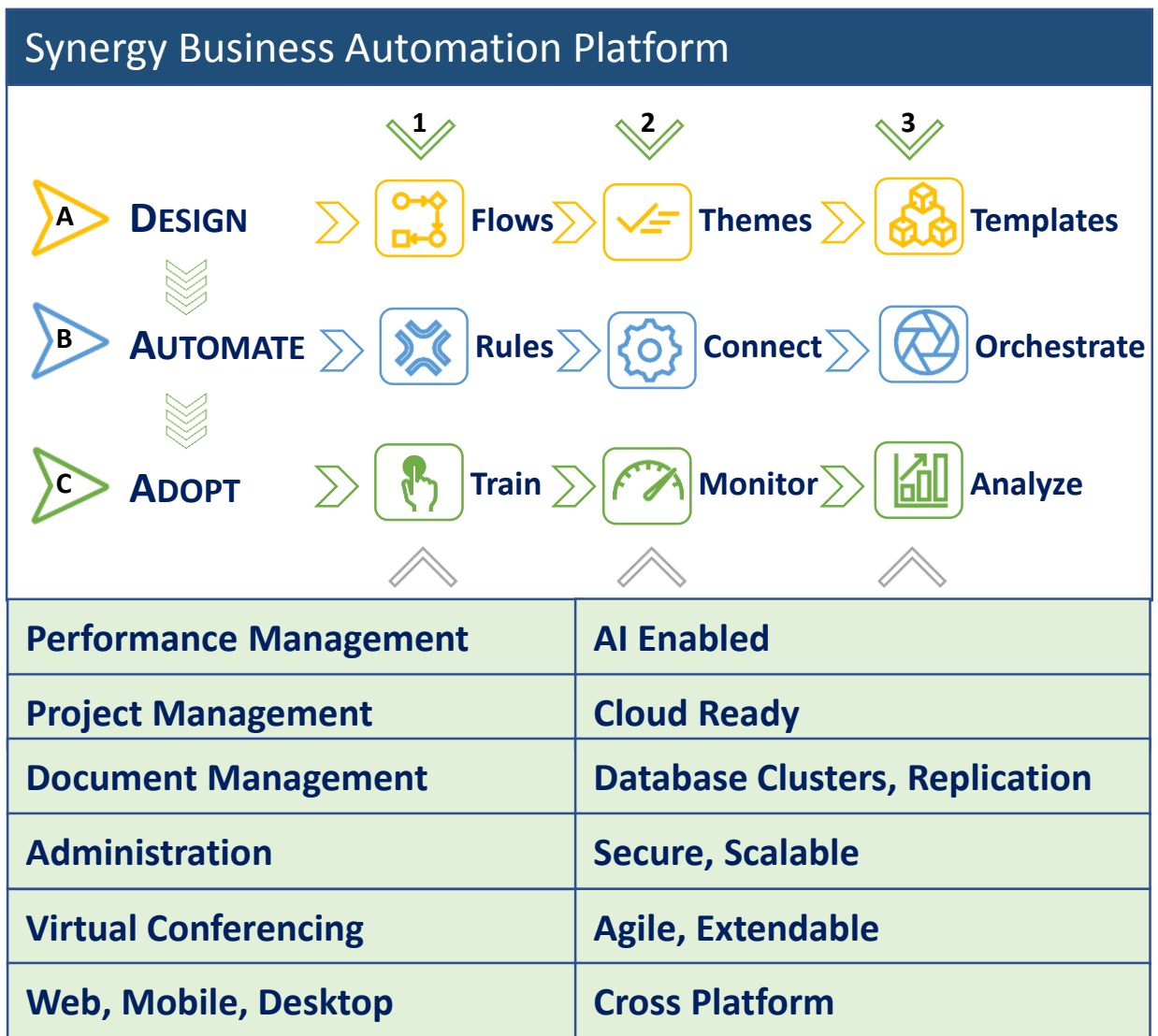
Synergy Business Process Management Platform Data Sheets



ONE STOP SHOP FOR ALL
YOUR AUTOMATION NEEDS



- Synergy is digital transformation platform. Synergy, enables its customers to move faster, innovate faster, and work smarter.
- Synergy platform provides innovative business process management (BPM) engine and optimizes your business processes.
- Synergy platform not only gets the information needed by customers, but also, they get it in the right context—improving decision making, streamlining operations, and maximizing performance.
- With low code automation technology, Synergy has prebuilt features to roll out high performance enterprise applications with minimal investment. Synergy can be implemented quickly because of template based approach.





Flows



- Visualize your business processes using drag and drop process blocks
- Synergy Process designer is used to model business processes with help of various nodes.
- These nodes can be connected to templates, UI (portal screens), rules in BRE and web services (Interfacing APIs) to help business analysts visualize the business process flow in the application.



Themes



- With Synergy portal management module, attractive and engaging user interfaces can be designed using drag and drop approach using various themes.
- Hence, it is easy to enhance UI created through Synergy as per changing business requirements in future.
- Synergy portal management can be used to create multiple applications, packaged for each user role, making the application very user friendly.



Templates



- With more than 10 years of process automation experience, standard features are created for these templates that can be configured by IT or Business Analysts.
- User defined fields of various types can be configured in each template. Templates also have versioning capabilities; hence new version of templates can be released easily.
- Synergy templates can be linked to application pages created using portal module to create data driven forms and approval workflows.

 **Rules**

- BRE module is used to apply organizational policies and decision criteria for validating data and deciding application flow at run time.
- BRE makes it easy for business users to maintain business rules in central place for easy administration and making changes as and when required.
- BRE is one of the most sought-after feature in process automation, because with the use of BRE, application logic is no more embedded in code but is visible to business users.

 **Connect**

- Synergy Integration module is used to create web services and host them in order to easily integrate with other applications.
- Health of web services are monitored through various supervisor processes that generates email alerts when attention of admin is required due to network interruptions/timeouts etc.
- Expensive piece of middle ware is not required to integrate applications and data. It supports micro services-based architectures.

 **Orchestrate**

- Synergy Orchestration module enables automation of repetitive processes ensuring proper sequence.
- It is used to monitor events, send alerts and take appropriate actions based on various decision criteria.
- It joins together multiple business processes to achieve end to end process results by calling sub processes in tandem as per their completion status and business rules.



Train



- Success of business process automation lies in empowering business users and engaging them in new ways of doing things.
- Synergy has built in contextual help and training support that helps users to quickly master each business process. User can raise support tickets right from the application to seek clarifications or report changes.
- There is centralized help library to search for topics. User forums can be created to facilitate social media kind of posts, comments, likes, share to share experiences and get help from colleagues as well.



Monitor

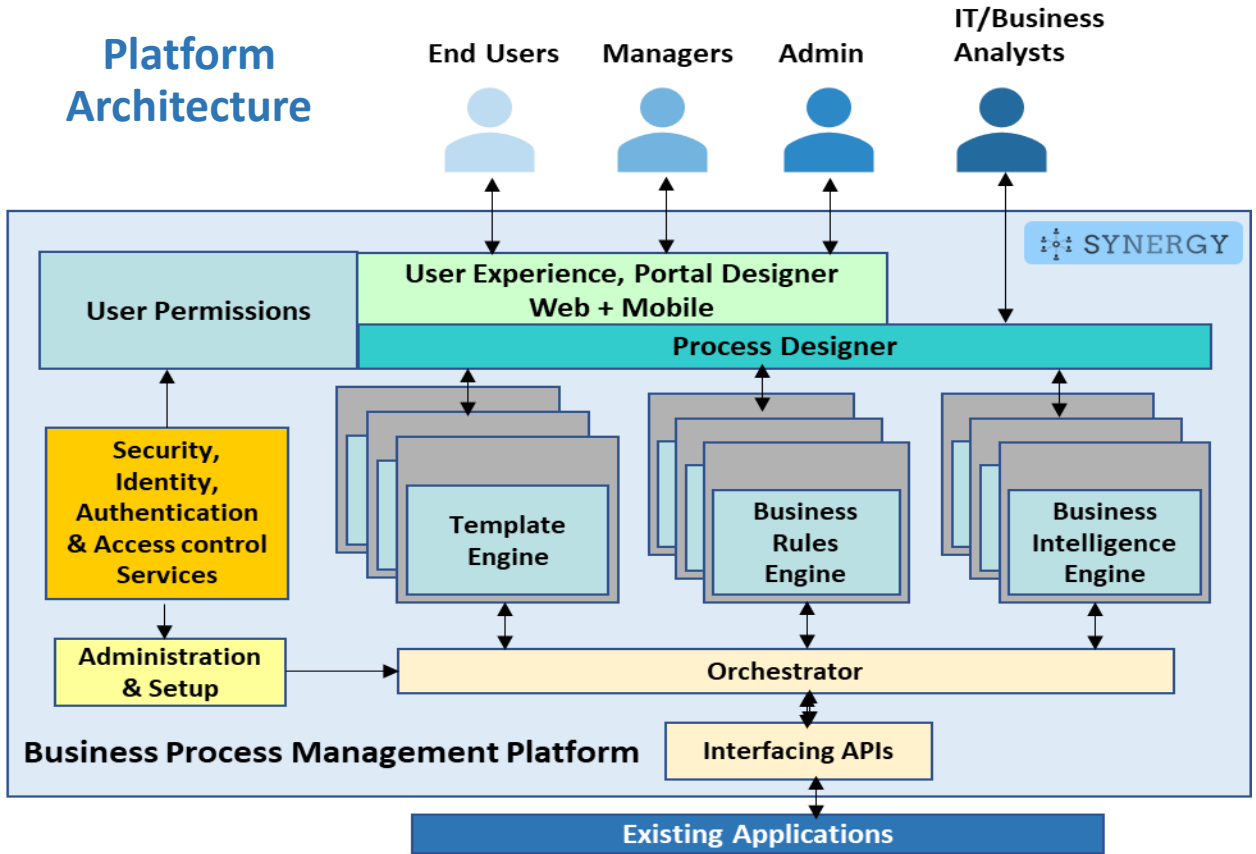
- Synergy keeps track of all the events and actions in the application and report any performance issues
- All the records in the application are version controlled, to identify accountable users who made changes to records or took actions.
- It enables auditing of user permissions and application data audits easily to keep pace with organizational changes



Analyze

- Business Intelligence [BI] module provides dashboard and report building capabilities to business users by bringing application data into front end.
- BI module gives power of information analysis and presenting the same to business users without writing SQL queries.
- With BI module, all reporting needs of the organization can be easily fulfilled.

Platform Architecture



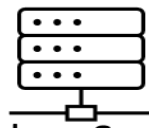
Application Stack



Master Server(s)



Backup Server(s)



Local Server(s)



Network scanners
Printers

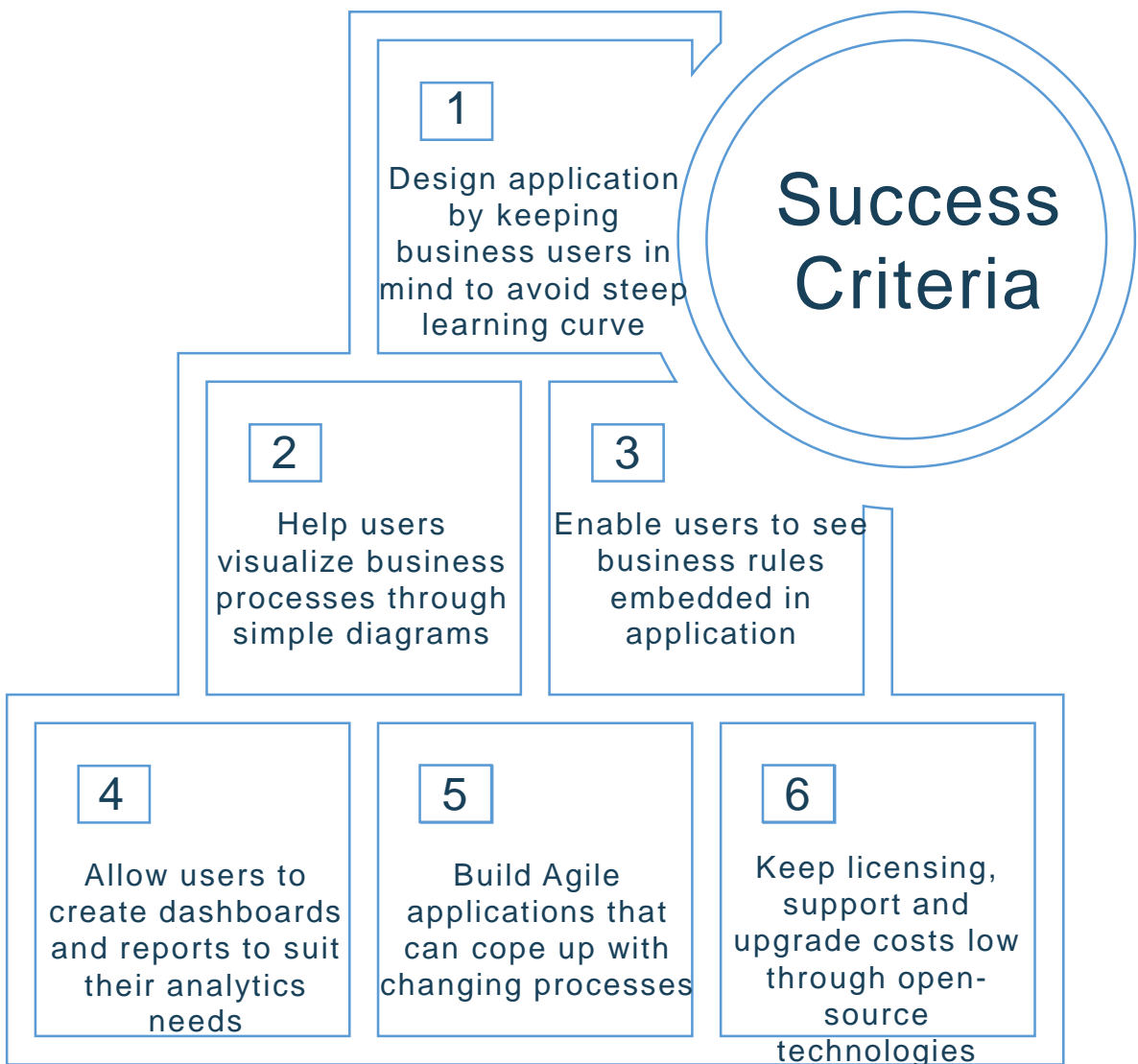
Desktops, Laptops

Tablets, Mobile

S. No.	Technical Features
1	Hardware - Synergy server can be hosted in the cloud or on-premise Data Center. Both per user and per core licenses are available.
2	Synergy can be implemented with high availability configuration and in cluster mode. Synergy is highly scalable with ability to add site servers for remote (different) locations in asynchronous mode. Read only replicas can be set for faster access in each geographic location.
3	Local site servers speeds up reads and writes and minimize use of internet bandwidth. No single point of failure.
4	Synergy auto data backup as per set frequency. Backups can be restored easily, if required
5	Synergy can be upgraded without impacting operations by switching to failover servers, if required
6	Single sign on (SSO) integration capability with other SSO providers. User and role-based access control.
7	All documents are compressed to reduce storage space. All documents are indexed automatically in Elasticsearch for smart search at high speed and scalability.
8	All documents are encrypted in database, so even IT and DB administrators cannot view the information
9	Data is secured while in motion and at rest.
10	Easy to manage infrastructure with minimum supervision required
11	Synergy can be easily integrated with existing systems (ERP, CRM etc) through web services APIs
12	3 tier Application architecture – thin client (browser based) as well as thick client (electron desktop application) & Mobile app
13	Thin client developed using Microsoft .Net Core, HTML, CSS, JS along with PostgreSQL, Mongo DB. Other database support can be provided, if required
14	Desktop app developed using electron framework that is available on Windows, Linux and Mac
15	Mobile application is developed using Google flutter framework (compatible with Windows, Linux, Mac)
16	Fastest Graph QL APIs for mobile and desktop applications

Success of automation lies in amalgamation of user friendliness, system flexibility & cost effectiveness.

Synergy Success Criteria



Thank you