SYNESA
SOLUTIONS

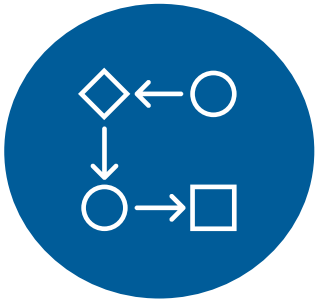
Synesa Solutions Ltd

Mission

Enabler of service and process wisdom.

Vision

A pioneer in intelligently managed services and processes.



Value proposition

Better services and processes.

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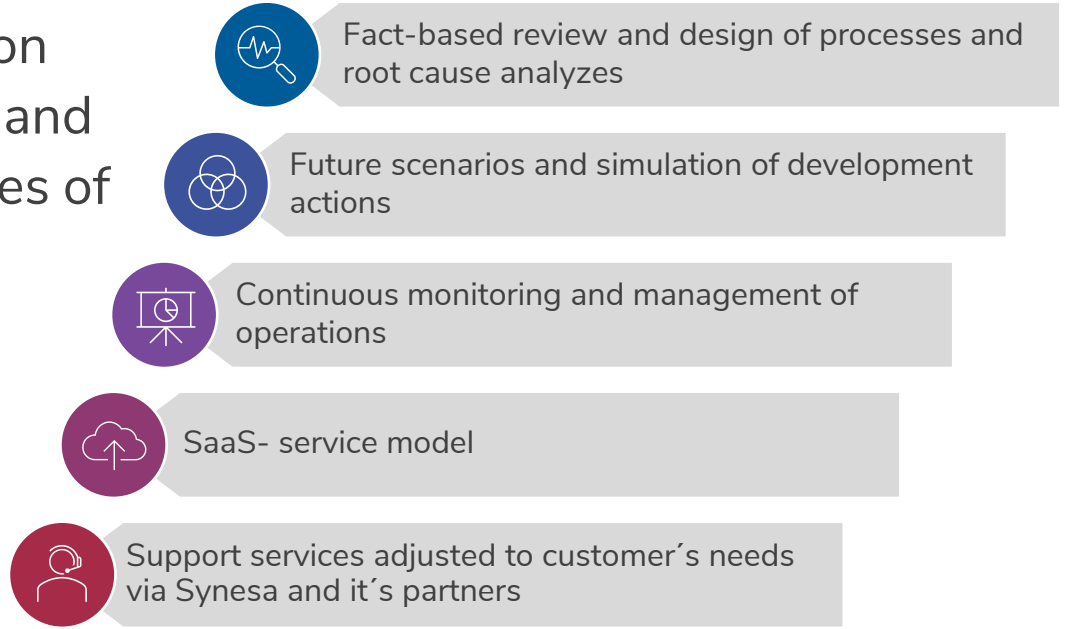
Our solution

eDromos enables information management, development and monitoring with the principles of continuous improvement.



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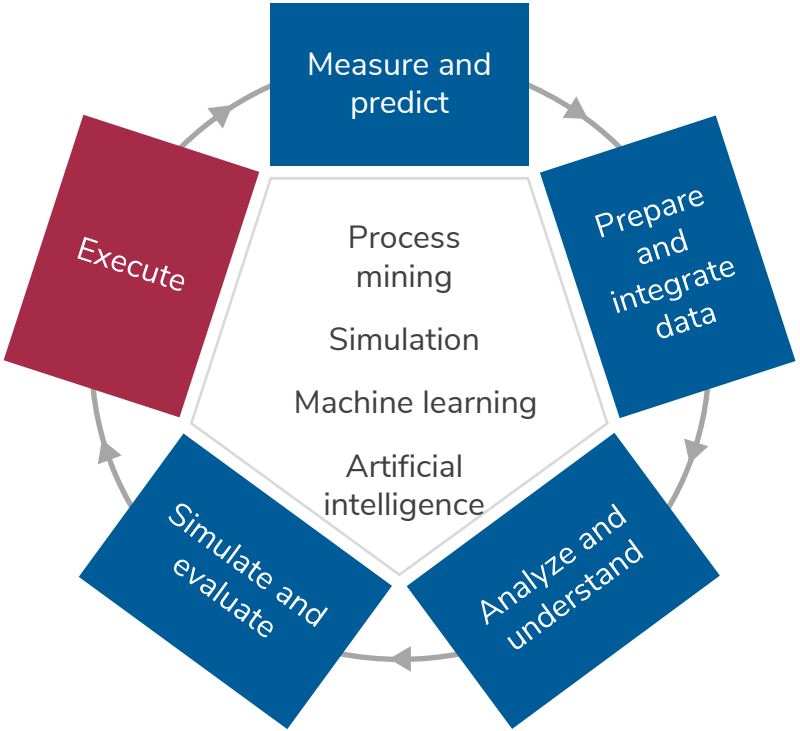
Continuous improvement and development



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Services and process analysis - Examples

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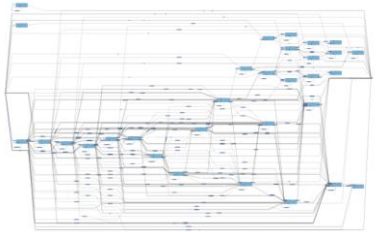

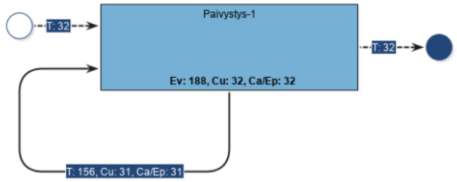

Social and health care	Customer group transactions in the entire service network.	Emergency patients.	Use of services before and after diagnosis.
Service and maintenance	Processflow diagram, technicians visits to different customers and locations.	Repetition analysis,unnecessary maintenance visits.	Maintenance process before and after the organizational change or new technology implementation.
Production and logistics	Describe the production / logistics process for each of the product variants.	Return of defective products to the previous stage, a new transaction in logistics delivery.	Process performance before and after a new production line or distribution center.
RPA Process automation	Workflows in the current manual process.	Number of manual process repeats.	Process flow after robotization (RPA).

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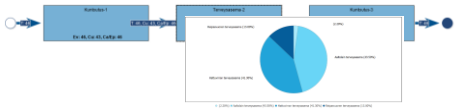
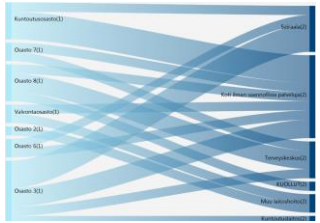
Services and process analysis - Examples





Social and health care	A more detailed phased service chain.	Follow-up after treatment cycles.	Customer flows to health stations / emergency services.
Service and maintenance	Designing the target or standard processes.	Orientation of maintenance-related spare-part flows.	Flow of service requests to different units and technicians.
Production and logistics	Describing the phasing and flow of the main production line, describing the main logistics process.	Product delivery flows after manufacturing. Material flows in distribution.	Analysis of workflows between different production stages.
RPA Process automation	Describing the flow chart of a robotized process.	Workflow between manual and robotic steps.	Scope of robot deployment in different units.

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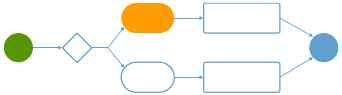
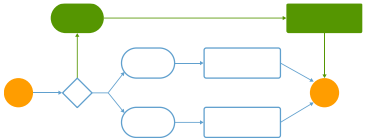
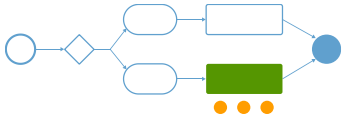
Development of operations through simulation

	The volume increases per day: 100 → 200 — Impact on queing times	New, alternative ways of running the process — Impact on lead times	The duration changes: 50 min → 45 min — Impact on resourcing and costs
			
Social and health care	Deployment of common on call duty.	Leading the clients to rehabilitation..	Shortening the duration of reception visits.
Service and maintenance	Deployment of a centralized customer service center.	Supporting the maintenance process with remote diagnostics.	Shortening the duration of on-site maintenance with new methods and instructions.
Production and logistics	Manufacturing a new product alongside existing products, an investment in a new dispatch center.	Deployment of a new production line alongside old production lines. Creating an express delivery model for one customer group.	Impact of new production machine on resources and costs. Construction of a new distribution center.
RPA Process automation	The impact of the robot on the level of customer service and SLA.	The impact of the robot on the customer service process.	The impact of the robot on human resources.

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Customer benefits

- Identifying the root causes for process variations
- Continuous improvement of quality and productivity
- Monitoring the outcomes of development projects
- Quality system improvements
- Optimization and benchmarking of unit-level operations
- Most valuable choices in the development of operations and processes
- Empowering the entire organization to continuously improve services and processes
- Support for proactive service and process management through continuous monitoring and management Dashboard

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Way to continuous service

PoC

POC of the selected service entity and / or process with customer data

Construction of data sources and data entity

Data and process analysis

Report

Pilot

Evaluation of the selected service / process entity

Review and documentation of the target model

Construction of data sources and data entity

Data and process analysis

Simulation

Summary and final report

Design for process dashboard

Continuous service

Continuous monitoring of selected services and processes

Analysis, simulation and continuous monitoring of new processes

Benefit analysis and evaluation

Continuous development of operations and services

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