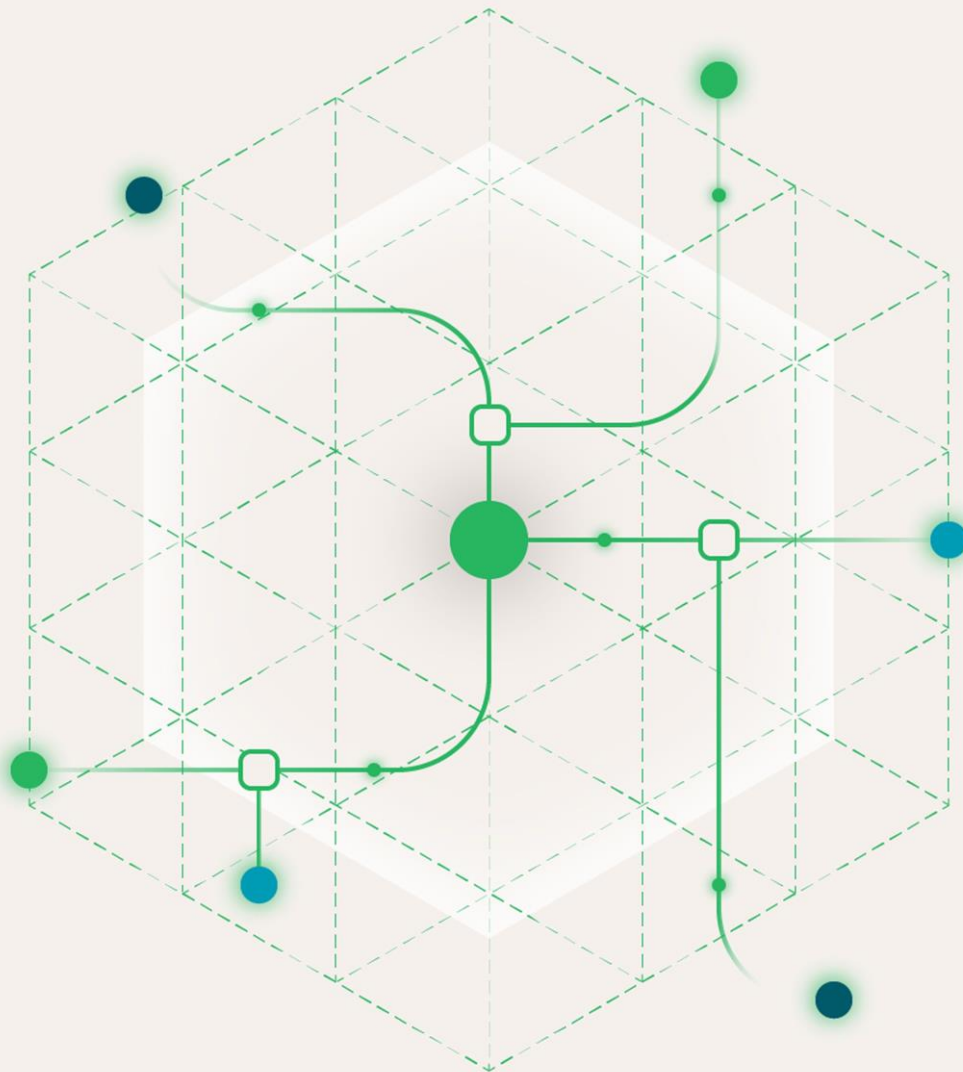




SERVICE DEFINITION

Precision

Synectics Classification: Public

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1 EXECUTIVE SUMMARY

Precision is a fully hosted predictive analytics and data science service delivered by Synectics Solutions. It enables organisations to apply advanced analytical models to large and complex datasets to support risk assessment, fraud prevention and operational decision-making.

Delivered as a managed service, Precision combines a configurable modelling platform with access to Synectics' in-house data science expertise. It supports both real-time and batch processing and can be deployed as a standalone service or integrated with other Synectics fraud and intelligence services, including SIRA and Orion.

2 SERVICE OVERVIEW

Precision provides predictive modelling and analytical capabilities designed to help organisations better understand risk, prioritise investigative activity and streamline decision-making.

The service allows customer data to be analysed using a range of statistical and machine learning techniques to generate risk scores, classifications or indicators that can be used within customer journeys, fraud workflows or downstream systems.

Precision can be accessed through a secure web-based user interface and integrated into existing systems using standard integration approaches. It supports single sign-on when deployed alongside other Synectics services.

3 CORE SERVICE CAPABILITIES

3.1 PREDICTIVE MODELLING AND ANALYTICS

Precision supports the development and deployment of predictive models tailored to specific customer use cases, including:

- Analysis of new applications or transactions to assess risk
- Interrogation of historical data to identify patterns and behaviours
- Generation of risk scores or classifications to support automated or manual decisioning

Models are designed and maintained by Synectics' data science team, removing the need for specialist expertise within the customer organisation.

3.2 MODELLING TECHNIQUES

Precision leverages a range of established analytical techniques, which may include:

- Regression-based methods
- Decision trees and ensemble approaches
- Machine learning techniques appropriate to the use case

Techniques may be used independently or combined to achieve an appropriate balance between predictive performance, explainability and operational suitability.



3.3 MODEL TRANSPARENCY AND INSIGHTS

The service provides insight into model outputs to support operational understanding and governance. Users can view the factors contributing to a model's assessment, helping explain why an outcome has been categorised as higher or lower risk.

Precision also supports the analysis of unstructured text data, enabling relevant keywords or patterns to be identified where appropriate to the modelling objective.

3.4 INTEGRATION AND ACCESS

Precision can be deployed:

- As a standalone analytics service
- Integrated with SIRA and Orion to enhance fraud prevention and network analysis
- Embedded into existing customer systems and workflows

Secure access is available to authorised users across the organisation, regardless of geographic location.

4 KEY BENEFITS

- **Improved Risk Prioritisation:** Enables organisations to focus investigative effort on the highest-risk cases.
- **Operational Efficiency:** Supports streamlined customer journeys by reducing friction for lower-risk customers while maintaining appropriate controls.
- **Scalable Analytics Capability:** Allows advanced analytics to be adopted without the need to build or maintain in-house data science infrastructure.
- **Data-Driven Insight:** Provides a consolidated view of risk across multiple data sources and business processes.

5 SERVICE DELIVERY AND SUPPORT

5.1 IMPLEMENTATION AND ONBOARDING

Implementation of Precision is supported by a dedicated delivery team, typically including a Project Manager and Project Analyst. Support includes:

- Project planning and coordination
- Configuration of data feeds and models
- User acceptance testing and production deployment
- User training
- Ongoing model review and recalibration where required

The delivery approach is tailored to the agreed scope of the service.



5.2 SUPPORT AND SERVICE LEVELS

Precision is delivered as a hosted service.

- **Service availability:** minimum 99.0% of scheduled uptime per month
- **Support hours:**
07:00–19:00 GMT, Monday to Friday (excluding public holidays in England and Wales)

Severity 1 and 2 incidents may be reported outside core hours, including evenings, weekends and public holidays, with on-call support available.

Service level commitments may vary where the scope of the solution differs from the standard service and will be agreed with the customer.

5.3 TRAINING

Initial system training is provided as part of implementation. Additional training courses covering different aspects of the Precision service can be made available following go-live, subject to customer requirements.

6 TECHNICAL OVERVIEW

6.1 ACCESS AND CONNECTIVITY

Precision is a secure, web-based platform accessible via supported modern browsers. Access is restricted to authorised users, with IP-based controls applied where appropriate.

Supported browsers typically include:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

6.2 DATA PROCESSING MODELS

Precision supports both batch and real-time processing:

- **Batch processing:**
Data is submitted, processed using the agreed models, and results returned on a scheduled basis.
- **Real-time processing:**
Data is assessed and scored in near real time, with responses returned within seconds to support operational decision-making.

The processing model is agreed during implementation based on customer requirements.

7 DATA SECURITY AND ASSURANCE

Synectics Solutions operates a formal Information Security Management System aligned with ISO/IEC 27001.



The organisation is committed to:

- Protecting information against unauthorised access
- Maintaining confidentiality, integrity and availability of data
- Meeting applicable regulatory and legislative requirements

Security controls and risk management processes are reviewed regularly to ensure continued alignment with recognised best practice.

8 SUPPORT AND SERVICE MANAGEMENT

Synectics Solutions provides ongoing support for its services to ensure availability, performance and continuity in line with agreed service levels.

8.1 SUPPORT AVAILABILITY

Standard application support is available:

- Monday to Friday, 07:00–19:00 (UK time)
- Excluding public holidays in England and Wales

Support services are delivered in accordance with ITIL-aligned service management practices. Services are actively monitored, and incidents are managed using structured processes to ensure timely restoration, effective communication and appropriate escalation. Where required, incident summary reports and root cause analysis are provided, and outcomes are used to drive continuous service improvement.

Extended support hours, including out-of-hours and weekend support, can be agreed on request, subject to commercial and service agreement.

8.2 ACCOUNT MANAGEMENT

All customers are provided with a dedicated account team, which typically includes a Client Success Manager, Service Delivery Manager and Account Development Manager.

This team acts as a trusted extension of the customer's fraud and financial crime function and supports:

- Ongoing optimisation of the service
- Alignment of service configuration with business objectives
- Strategic planning, benchmarking and roadmap development
- Industry collaboration and knowledge sharing

This engagement model ensures customer requirements are reviewed on a continual basis and that services evolve in line with operational and regulatory needs.



9 DISASTER RECOVERY AND BUSINESS CONTINUITY

Synectics Solutions maintains a formal disaster recovery and business continuity framework designed to ensure service continuity, data protection and controlled recovery in the event of a major incident.

9.1 RECOVERY ARCHITECTURE

Services are delivered from a primary UK-based private cloud environment, supported by a separate secondary disaster recovery environment.

Data and system components are protected through backup and recovery mechanisms aligned to the following standard recovery objectives:

- Recovery Time Objective (RTO): 48 hours
- Recovery Point Objective (RPO): 24 hours

Improved RTO and RPO targets can be agreed on request, subject to service scope and commercial agreement.

9.2 DISASTER RECOVERY PROCESS

In the event of a critical service failure, documented procedures are followed to:

- Assess the nature and impact of the incident
- Invoke disaster recovery controls where required
- Restore services using the secondary environment and available backups
- Validate system integrity and data consistency prior to resuming normal operations

Recovery activities are governed by documented runbooks, clear escalation paths and defined roles and responsibilities to ensure a controlled and auditable response.

9.3 TESTING AND GOVERNANCE

Disaster recovery procedures are tested periodically to ensure effectiveness and operational readiness. Test outcomes are reviewed and used to strengthen resilience, refine recovery processes and support continuous improvement of the overall service.



