



Synanetics

Advancing Healthcare
Through Interoperability

**GCloud 15 – Symmetry
Pricing document**

Synanetics offers a full range of services to organisations who wish to deploy our Pathology Integration Engine Solution. Our experts have detailed knowledge of the workings of Pathology networks, gained over several years, and provide strategic advice and consultancy as well as operational support with onboarding, development of data connectors, operations, support and implementation services.

Implementation services include, project planning, drafting of information sharing agreements and information governance consultancy, clinical safety audits, provision of training for clinicians, architects and developers. Implementation costs vary by deployment and are not provided here.

Commercial Model Overview

Base Platform Subscription

The Base Platform is the foundational subscription required for all Synanetics customers. It includes core platform access, configuration, user administration capabilities and baseline system resources.

- **Unit:** Per Citizen
 - **Price:** 15-50p
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Support Services

Synanetics offers tiered commercial support models suitable for differing operational environments.

Silver Support (Standard Tier)

Provides standard support coverage including service desk access, ticket handling, incident management and platform troubleshooting during business hours. Appropriate for non-critical environments or organisations with internal digital/IT support.

- **Unit:** Per Citizen
- **Price:** 03-20p

Gold Support (Enhanced Tier)

Extends the Silver tier by adding enhanced SLAs, accelerated response times, priority escalation pathways, periodic service reviews and proactive account touchpoints. Suitable for mission-critical implementations or organisations requiring higher assurance.

- **Unit:** Per Citizen
 - **Price:** 07p - 50.5p
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Professional & Specialist Services

These services support implementation, integration and ongoing adoption of the Synanetics platform.

Integration Services

Implementation and advisory services covering architecture, connector development, validation and go-live support. Intended for organisations connecting Synanetics with external systems or data sources.

- **Unit:** Per Day
- **Price:** See ratecard

Professional Services Rate Card

Consulting and technical services covering scoped advisory engagements, configuration, optimisation, operational embedding and structured knowledge transfer.

- **Unit:** Per Day
- **Price:**
- Director (SFIA 7): £1924
- Manager Grade 2 (SFIA 4): £832
- Manager Grade 3 (SFIA 5): £1092
- Manager Grade 4 (SFIA 6): £1456
- Technical resource 1 (SFIA 1): £572
- Technical resource 2 (SFIA 2): £728
- Technical resource 3 (SFIA 3): £858
- Technical resource 4 (SFIA 4): £1014
- Technical resource 5 (SFIA 5): £1196

Other Support Activities

Unplanned, ad-hoc or specialised support requests that fall outside standard SLAs or structured project scopes are charged at an hourly rate.

- **Unit:** Per Day
 - **Price:** See Rate Card
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Data Usage

Data Over Quota

Additional data usage applied when customers exceed their allocated platform data allowance. Provides scalability without forcing premature upgrades.

- **Unit:** Per GB
 - **Price:** 30-65p
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Implementation Approach (Overview)

A standard Synanetics implementation typically follows structured activities such as:

- Requirements and workflow validation
- Platform configuration and environment provisioning
- User and access configuration
- Integration setup (where applicable)
- UAT support and deployment readiness
- Go-live support and knowledge transfer

Implementation timelines vary based on integration complexity, third-party dependencies, environment scale and customer resourcing.

Service Management & SLAs (Overview)

Synanetics can operate under defined service regimes including:

- Service hours for support desk access
- Permitted maintenance windows
- SLAs on availability, response & resolution
- Incident categorisation and escalation handling

Enhanced service levels are available under the Gold tier.

All costs in this document are exclusive of VAT.