

Synergy Costing Software

Lot 2b: Software as a Service (SaaS)

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CACI

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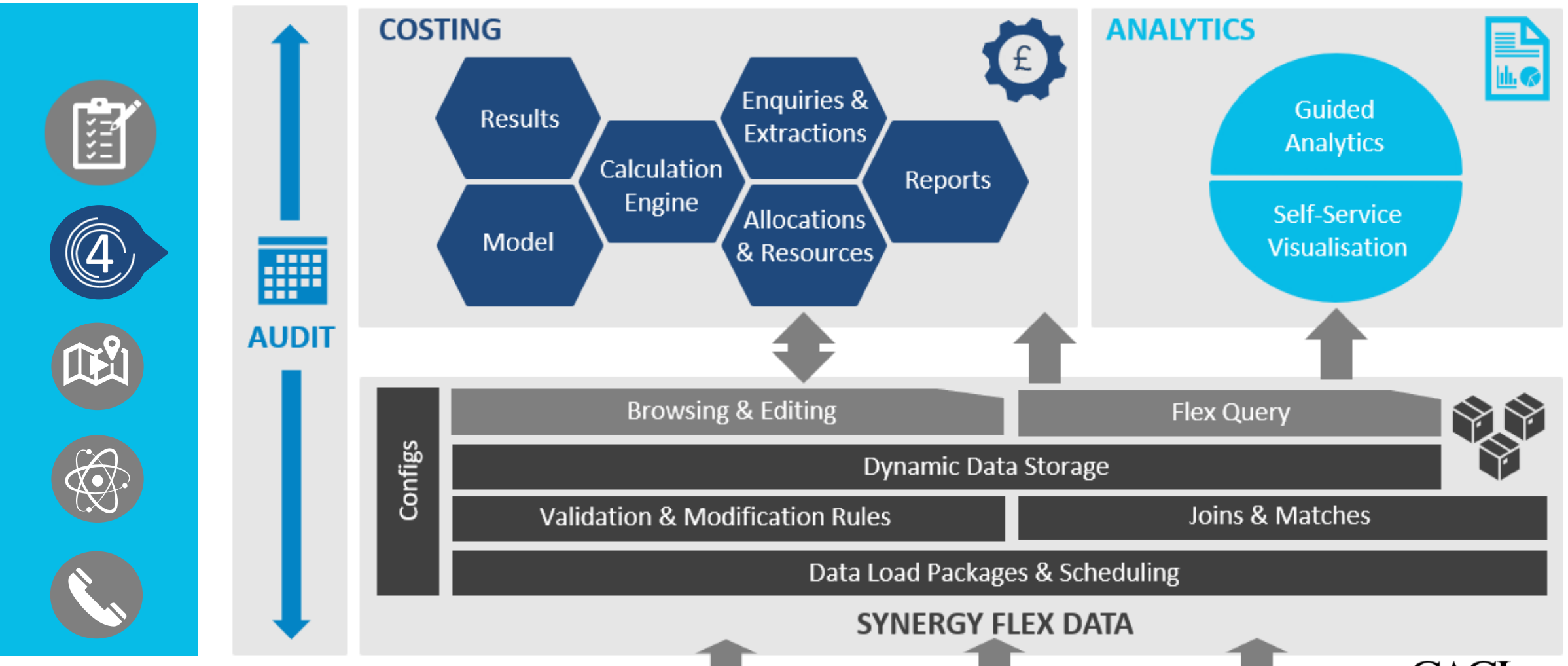
1. Description of Service



- Synergy is CACI's costing solution and provides end-to-end reporting and management capability, bringing together your data, costs, income and analytics to identify improvements and seize new opportunities.
- Synergy can provide you with this deep insight even in complex organisations using a world leading analytic platform embedded into the software.
- The software empowers healthcare providers to make confident decisions by identifying reasons for cost and care variations, as well as non-value activities. This can provide the opportunity to both reduce costs and improve service delivery.
- Very importantly, Synergy is compliant with the Healthcare Costing Standards, allowing clients to meet their obligations in addition to realising the benefit of heightened insight. The Healthcare Costing Standards configuration is supplied out of the box and is maintained in line with changes relieving ongoing burden from our customers. This includes England, Scotland, Northern Ireland and Wales.
- Our Healthcare customers are using Synergy for SLR, National Cost Collections, Local Cost Collections and Patient Level Costing as well as for facilitating their strategic, outcome-based goals.
- Synergy aligns to the needs of the Integrated Care System (ICS) in terms of producing patient level costing information and importantly, data sharing.
- In addition to providing Patient Level Costing analysis across its operation and the ability to produce the National and Local Cost Collections and more importantly more frequent Service Line Reporting, Synergy will also provide Trusts with a robust conduit for sharing data with the ICS for analytic purposes and benchmarking use cases.

2. Overview

SYNERGY IS A HEALTHCARE FOCUSED SOLUTION WITH FOUR KEY FUNCTIONAL AREAS:



3. Key Features and Benefits

YOUR END-TO-END COST INSIGHT SOLUTION TO IMPROVE OUTCOMES WITH ACTIVITY-BASED COSTING:



SECURELY HOSTED



Synergy's Software as a Service (SaaS) model can be up and running in hours, not weeks. Synergy deployments are securely hosted in facilities that meet industry standards and the specific client requirements.

INTUITIVE INTERFACE



Synergy is completely web based and requires no software. The intuitive user interface is easy to use and ideal for the SaaS model.

FUTURE FLEXIBILITY



It is difficult to predict all future requirements. Synergy's unique Flex Data Platform allows new data sets, data quality checks, matching rules, queries and allocations methods to be configured through its simple browser-based user interface. No coding or database design work is required. This feature also allows CACI to supply industry specific configurations out-of-the-box.

HIGH PERFORMANCE



Costing models in complex organisations can deal with large data volumes and heavy calculation requirements. Synergy's in-memory parallel processing technology powers through complex calculations and data analytics. This means that you get your results faster and can spend more time analyzing potential improvements.

REPORTING & ANALYTICS



The combination of Synergy's Flex Data Platform, high performance costing engine and its embedded market leading analytics platform provides powerful insights into client's service delivery. Clients can combine pre-built analytics and data discovery with powerful self-serve capability for ad-hoc questions and deep-dive projects.

3. Key Features and Benefits

FUNCTIONALITY AVAILABLE OUT OF THE BOX:



Area	Inclusions
Costing Standards Maintained	All Healthcare Standards maintained out of the box – All sectors in use.
Flexible Data Platform	Integrate any local changes using the flex data platform – Augment/Copy the standards
No IT Skills needed to Implement	- No need to write SQL - Automate and load data
Embedded with Market Leading Analytics	- Qlik Sense – roadmap - Activity based analytics
Access to ALL your Data	- Onward Integration as standard to a Cloud Data Platform - Link to any Analytic tool set

3. Key Features and Benefits

ANALYTICS AND DATA SHARING



The Cloud Data Platform is a very high-performance columnar database and would give the Trust access to all their Synergy data for local analysis and Trust wide reporting. This also future proofs this whole process for the Trust: If any changes are required to the data needed in the dashboards, users can simply update the data held in the data platform via the User Interface in Synergy.

The use of the Cloud Data Platform supports the realisation of the following specific benefits:

Sharing simplicity: The solution promotes the integration of PLC data and analysis to the wider organisation and to ICS partners. This is achieved by undertaking the processing to combine costed results with activity. This is necessary to present a simple consolidated view of the data to the rest of the Trust.

Ability to integrate data into wider Trust data platform: As the PLC data held within the data mart is pre-processed, the ingestion of such data into a wider data platform (such as Trust data warehouse) will be simpler and faster.

Performance: A fully costed activity-based dataset has very high data volumes that can range from 100's of millions to billions of rows. Our proposed implementation mitigates this by expanding the costed results to activity level in the data mart platform. This saves significantly on data transfer time and processing time. Furthermore, the data mart platform is specifically designed for analytics queries and will improve run-time query performance from any query tool.

3. Key Features and Benefits

ANALYTICS AND DATA SHARING

The Cloud Data Platform (CDP), which is hosted in Azure has the following key capabilities:

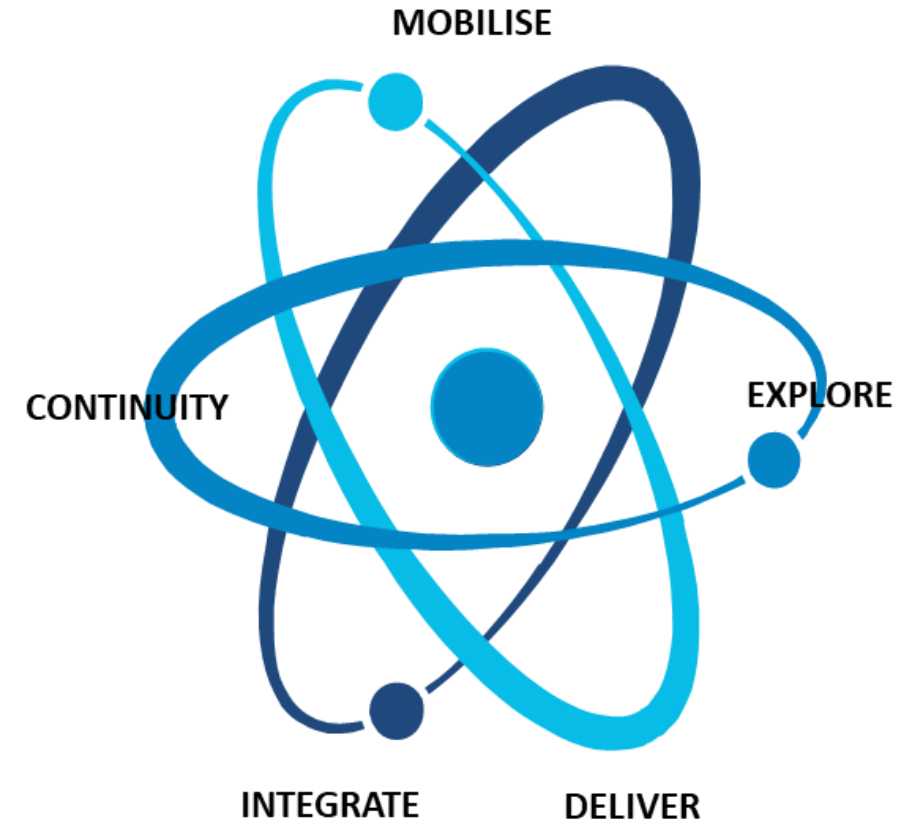
- Exposure of a coherent data structure to wider Trust BI tools (e.g. PowerBI) and other Trust data repositories such as a data warehouse.
- High performance analytic workloads against very large data volumes (typical of costing results covering multiple models and multiple time periods).
- Configurable pseudonymisation of patent identifiable information (PII).
- Ability to share data securely with neighbouring Trusts and the ICB.
- Interoperability with the FDP including the provision of the forthcoming Local Cost Collection (LCC) interface.
- The Trust can configure what is exposed to the wider organisation through the Synergy User interface. This extends the flexibility of Synergy to more advanced data sharing, further promoting self sufficiency.
- Integration with Trust's EntraID for authentication and role-based access to the exposed data. This allows the Trust to control who can see the data from its existing administration processes.
- Ability to upload data to the local FDP tenant for the purpose of submitting the local cost collection



4. Implementation Approach: Our Methodology



- To implement Synergy, we use our Healthcare Insight Success Cycle framework, delivering immediate value throughout your data journey.
- We use our proprietary implementation stage framework, FUSION, to provide robust governance and structure. FUSION consists of five phases focused on seamlessly embedding Synergy 4 - providing a return on investment quickly and on an ongoing basis.
- We will use each phase of FUSION to guide and build your knowledge of the Synergy 4. This will equip you with the skills to complete your required cost submissions and most importantly maximize the use the data within the Trust.



5. Implementation Approach: Mobilise and Explore



The Mobilise Phase involves the following activities and outcomes to get moving:

- Agree Governance including:
 - Statement of Works (SoW)
 - Project Plan
 - Issues Log
 - Raid Log
 - CACI internal Tools
- Get Stakeholders on board
- Trust to sign-off on their pre-requisites for the project.



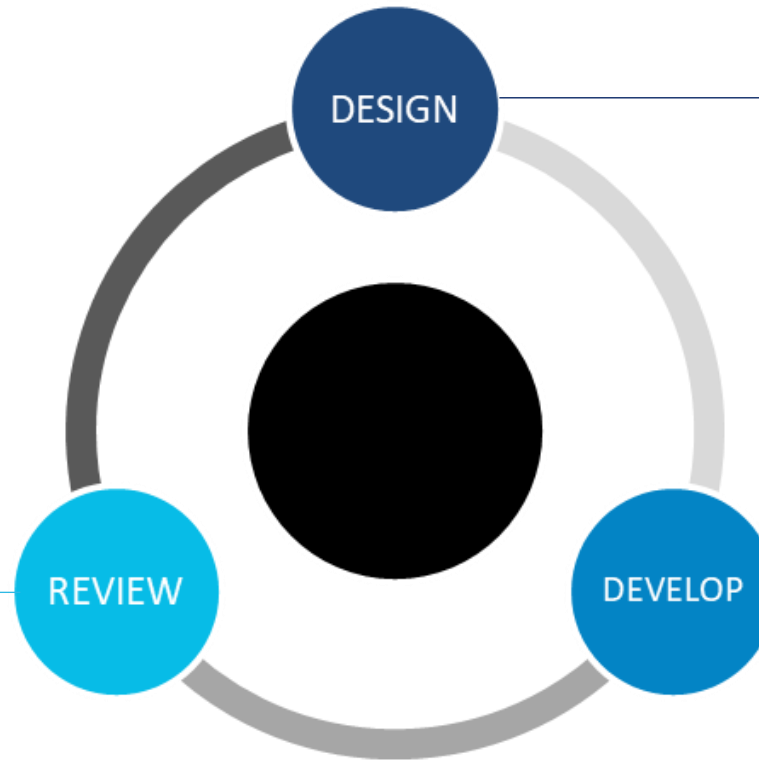
The Explore Phase involves activities and outcomes to focus on understanding you:

- A joint of the current cost / SLR model requirements with CACI advising on best practice for considering a cost in Synergy
- Document & sign-off the cost model as a ref point for the development work
- Complete an orientation of Synergy and agree training priorities
- Review user requirements - document and sign-off acceptance criteria
- Review source data files & advise on any gaps in data.

6. Implementation Approach: Deliver

The Deliver Phase is focused on realising what was scoped during Explore - in a collaborative way to ensure Synergy meets your needs:

- Reviewing results and validation
- Review submissions exclusions and create queries
- Produce and review submission extract
- Complete run-book
- Review implementation and sign-off acceptance criteria



- Deploy and Configure Synergy
- Complete Application Training
- Complete data loading and validation
- Design matching rules
- Review and validate allocation methods, mappings and value files.

- Configure allocation queries
- Generate allocation values
- Perform calculations
- Resolve any Calculation Exceptions
- Balance cost model.

7. Implementation Approach: Integrate and Continuity



The Integrate Phase is all about completing and transition the solution and our relationship to a BAU stage:

- Integrate data with any 3rd party reporting tool(s)
- Handover application over to CACI's Customer Care
- Outline timebox for submission support
- Completion of submission.

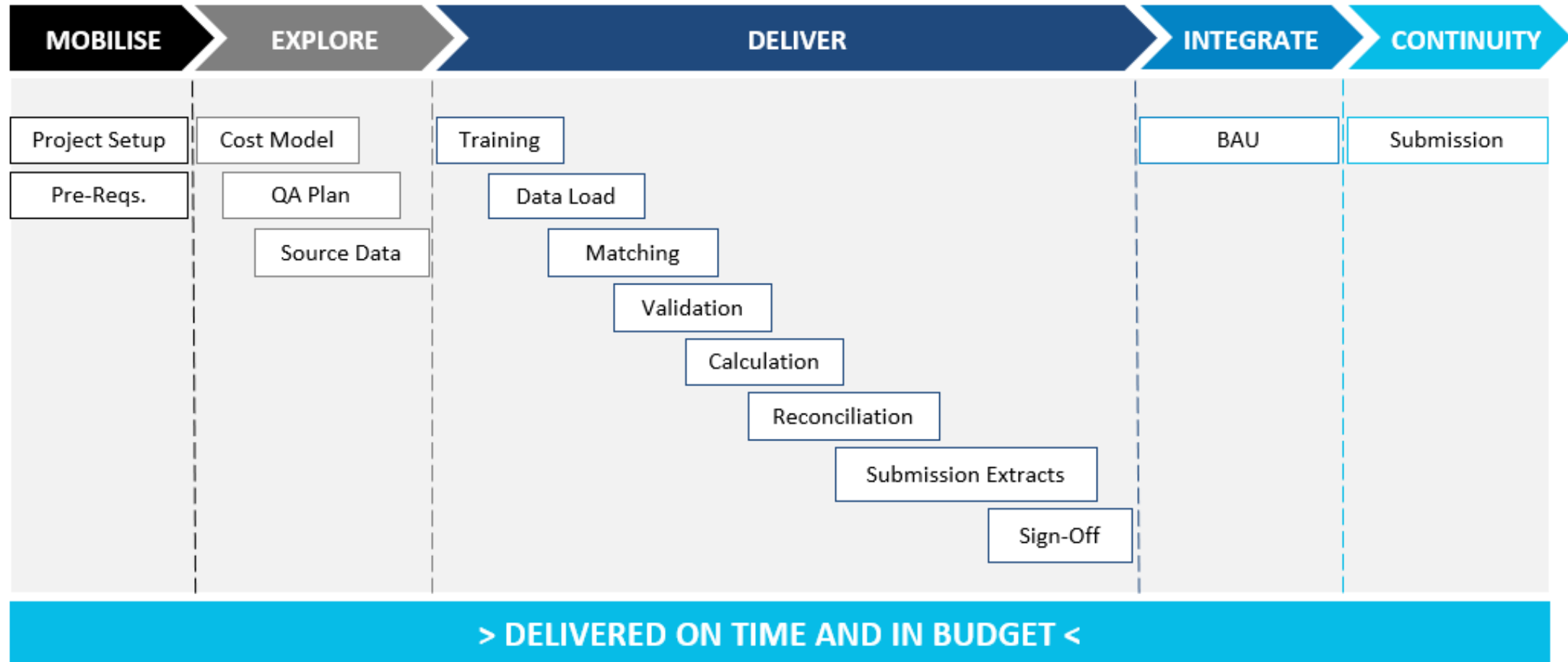


The Continuity Phase is focused on reviewing and checking what we agreed as an outcome(s) at Mobilise have been met and delivered:

- Post implementation review
- Lessons learnt
- Review of business outcomes.

8. Implementation Approach: Implementation Journey

THIS IS THE END-TO-END JOURNEY MAPPING THE STAGES WITHIN EACH PHASE:



9. After Sales Support : Comprehensive Service



Area	Inclusions
Synergy Software	- Upgrades and Roadmap - Dedicated product development team.
Qlik Sense Analytics	- Upgrades and Roadmap - Dedicated product development team.
Consultancy support	On-site days & remote call-off days (set per-annum) for Synergy and analytic support
Misc.	- Managed Service bespoke for clients, including; Service management, product maintenance, user group membership and advice and guidance - BI and Analytic experts. Multiple BI platforms - User groups and content sharing - Hosting and on-premise Deployment Options.

10. After Sales Support: Customer Engagement



Inclusion	Purpose
Dedicated CACI Account Manager	▪ Understanding of solution and healthcare data ▪ Regular account reviews
Customer Success / Journey Timeline	▪ Process defined ▪ Customer Feedback
Webinars, Training and Health Checks	▪ Demonstrate functionality ▪ Access to Product Owner
Active User Group and User Clinics	▪ Input to roadmap

11. Service Levels and Support Hours: CACI at Hand

CACI’s helpdesk includes the following:

- Dedicated CACI Customer Support Team based at CACI’s Manchester office
- Support Service provided during the agreed Service Cover Time (SCT) which, as standard, is 9:00AM to 5:00PM on weekdays, excluding public and bank-holidays, 52 weeks per year
- Remote HSCN Connectivity
- Standard SLA response times >

Severity	Target Response	Target Resolution
1- Critical	1 hour	Continuously within service cover time until fixed or a workaround delivered
2 - High	4 hours	3 working days
3 - Normal	8 hours	10 working days
4 - Low	1 day	30 working days



12. Ordering and Invoicing



Ordering

- We will accept a direct purchase order.
- Following a decision at management board level and in consultation with procurement, you can simply place an order.
- After this we arrange a project kick off meeting at your offices to agree all the details of a joint implementation project and suitable timeline.

Invoicing

- Initial implementation services are billed monthly in arrears and based on agreed project milestones where applicable e.g. User Acceptance Testing.
- The annual support and maintenance service is billed in advance from an agreed milestone and then annually from this anniversary date.



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Thank you
