



Prove SLA performance. Every month, without the scramble.

Synapse-Conectiv is the ITIL v4-aligned governance layer between your service desk and your contract — live SLA tracking, service reviews, CSAT/NPS, and continual improvement, in one branded, role-scoped view your clients can trust.

4

role-scoped views — Admin, SDM, Client, Portal

12-mo

trend history on every SLA, out of the box

1-click

branded PDF executive reports

Everything a service relationship needs to run on facts

SLA & Service Quality Dashboard

Live gauges for Availability, MTTR, First Contact Resolution and OLA compliance, with 12-month trend charts per client account.

Service Review Manager

Weekly, Monthly and Quarterly reviews with attendees, summaries, and an owned, due-dated action item register.

CSAT & NPS Tracker

Aggregated satisfaction scores, Net Promoter Score, promoter/passive/detractor breakdown, and a qualitative feedback log.

CSI Register

A drag-and-drop kanban board from Proposed through Benefits Realized, tracking every improvement initiative and its realized value.

Cyber Security Services

Optional, per-client: Security Events and Incidents volume, MTTD and MTTR gauges, and a full incident register — invisible where it doesn't apply.

Customer Portal

Optional, per-service: a tenanted, read-only login for your own customers — one service, no sidebar, nothing else in the account exposed.

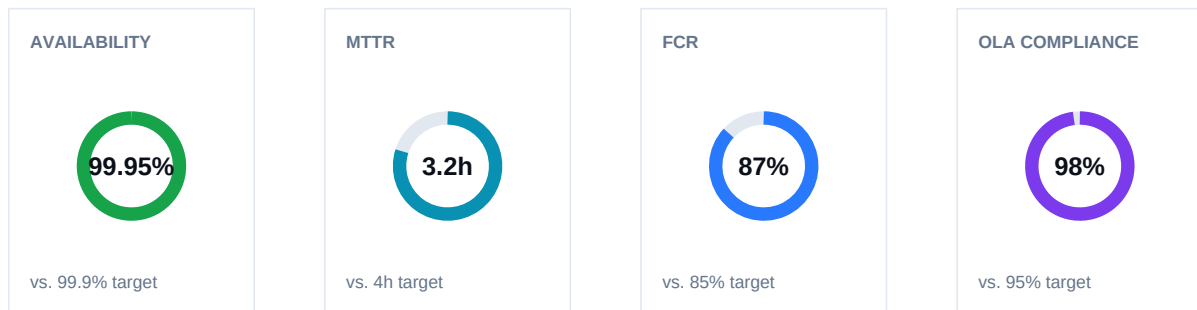
Not a ticketing system. Synapse-Conectiv sits above the service desk, aligned to ITIL v4 Service Level Management and Service Relationship Management practices — the layer where SLA compliance, service quality and contract value actually get discussed.

One login. The right view. Every time.

Four built-in roles keep every audience — internal delivery teams, client governance leads, and the client's own end users — seeing exactly what they need, and nothing they don't.

ADMINISTRATOR Full control: client accounts, user access, system-wide settings, and every governance area.	SDM Runs day-to-day governance for every client account — data entry, reviews, CSAT scheduling, service SLAs.
CLIENT STAKEHOLDER Read-only view of their own client account across every governance area.	PORTAL Read-only view of exactly one service, on a stripped-down page with no other navigation.

The dashboard your SDM opens every morning



Runs entirely in your environment

- Self-hosted via Docker Compose — FastAPI, PostgreSQL and Nginx. No data leaves your infrastructure.
- Branded PDF executive reports generated on demand — no separate BI tool to license or maintain.
- Role-based access control with optional TOTP MFA, out of the box.

● FastAPI

● PostgreSQL

● Docker Compose

● JWT + TOTP MFA

Ready to see it on your own SLAs?

A 15-minute guided walkthrough, using your own service catalogue and contract targets.

- Runs self-hosted — nothing leaves your infrastructure
- Live in your own environment inside a day
- No commitment required to see the full walkthrough

synapsegroup.io/conectiv