Synoptek

Case Study

Accelerating Mental Healthcare Delivery and Achieving $250K+ Savings Through Synoptek's MxP Approach

Customer Overview

Customer

Sycamores

Profile

Formerly known as Hathaway-Sycamores Child and Family Services, Sycamores is a highly respected mental health and welfare agency with 10 locations throughout Southern California.

Industry

Healthcare

Services

Managed IT Services

Business Need

Sycamores, a leading nonprofit mental health and welfare agency serving nearly 17,000 individuals across six California counties, is dedicated to cultivating hope and resilience for children, adults, and families facing serious mental health challenges.

As the agency expanded, it realized its existing communication applications and legacy technical debt were creating significant barriers to delivering urgent mental health services. When Sycamores launched its telepsychiatry offering in 2020 to support at-risk individuals during the surge in remote care, user experience challenges became apparent.

The organization was dissatisfied with its hosted VoIP platform and encountered growing issues with its SMS application. As a result, it migrated from its previous provider to Microsoft Teams. SMS and group chats have quickly become essential for scheduling, sending reminders, support groups, crisis text lines, and text-based therapy.

However, the agency soon faced operational and data-related inefficiencies:

- It struggled under the weight of legacy IT, which required duplicate internal and external information gathering.
- Providers had to enter patient data into both an internal EHR system and a county system — a process that took an average of two weeks to complete.
- The reliance on Excel as the organization's primary platform for data entry was extremely cumbersome.
- Limited capabilities of existing communication applications and ineffective procedures hindered the delivery of urgent care.

Sycamores was determined to streamline communications, automate processes, and gain actionable insights to improve service delivery and operational efficiency.

Solution and Approach

Synoptek, a trusted IT outsourcing partner to Sycamores since 2018, has designed a comprehensive transformation strategy that leverages its deep expertise in Managed IT Services, application development, and data warehouse modernization.

Under its Managed Experience Provider (MxP) model, Synoptek orchestrated an end-to-end digital ecosystem powered by the aiXops™ Platform. This next-generation framework combines best-practice ITIL processes, automation, and AI-driven insights to enhance efficiency and experience across the enterprise.

To address Sycamores' communication and data challenges, Synoptek implemented a unified, Microsoft-based solution built on security, automation, and intelligence:

- Microsoft Azure for hosting and authentication-secured access.
- Microsoft 365 to enhance collaboration and Teams Unified Communications to modernize their outdated phone system.
- A customized SMS app for Teams to enable clinicians to communicate with patients in their preferred channels while maintaining reliability and HIPAA compliance.
- Microsoft Power Automate Platform to significantly reduce duplicate data entry.
- Power BI to create visually compelling dashboards and enable a refined, data-driven care delivery model.

This unified approach, underpinned by Synoptek's aiXops™ operational engine, delivered a secure, scalable, and automated technology foundation that improved speed, compliance, and user experience.

Proprietary Teams App Development

- Synoptek developed a custom Teams app featuring one-to-one messaging, broadcasting, group messaging, SMS, MMS, notifications, and emojis.
- By building and implementing this proprietary app, Synoptek resolved multiple text messaging issues within the Teams Phone environment.
- Built on Azure, the app was designed to meet stringent HIPAA requirements to safeguard sensitive patient data.

Process Automation

- Synoptek identified and automated critical workflows using Microsoft Power Automate, reducing redundant data entry and freeing clinicians to focus on patient care.
- This effort reduced average data entry timelines dramatically and improved operational KPIs.

Data Insights

- Synoptek transformed the agency's former Azure-based data warehouse into an integrated business intelligence environment with centralized reporting.
- New dashboards enabled the identification of response times and care statistics to enhance performance and accelerate service delivery.

Business Benefits

As a Managed Experience Provider (MxP), Synoptek redefined the Managed Services experience — blending human expertise, AI-powered automation, and end-to-end orchestration across infrastructure, applications, and user experience.

Synoptek's ITaaS suite and MxP-driven approach enabled Sycamores to evolve operations and deliver reliable, life-changing mental health services more efficiently than ever before.

Key results included:

- $250,000+ savings from migrating to Microsoft Teams and eliminating redundant telephony systems.
- 625+ weekly staff hours reclaimed through unified communications and process automation.
- 50% faster data entry, reducing average timelines from 13 days to just 4.
- 4% revenue growth achieved through improved efficiency and expanded reach.
- 20% improvement in compliance and enhanced accessibility for 400 direct care providers, 80 supervisors, and 30 site leaders across 22 locations.
- A modernized Azure SQL Data Warehouse, providing rich BI capabilities and real-time insights.

By partnering with Synoptek, Sycamores transformed its IT operations into a smart, secure, and connected care ecosystem, enabling its teams to focus on what matters most — improving mental wellness and strengthening lives.

> Synoptek helped us deliver highly informed, data-driven insights to support our patients; communicate more effectively with families in need; and increase staff capabilities.
>
> **– President and CEO, Sycamores**

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.