

**Techmynt
Solutions**

Streemlyne CRM

For Spinney Hill Recovery Centre

Proposal #202512010
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Spinney Hill Recovery

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Introduction

In today's fast-paced, digital-first economy, businesses are under growing pressure to deliver faster, smarter, and more personalized experiences—while maintaining operational efficiency and cost control. As customer expectations rise and markets evolve, traditional workflows and support models are no longer sufficient to keep up with the demands of a modern business landscape.

This proposal is a forward-thinking solution that combines AI-powered voice agents with smart business automation, designed to revolutionize how organizations operate, communicate, and serve their customers.

Company Overview

At Techmynt, we believe the future of business lies in smart automation powered by AI. We create intelligent solutions that don't just automate tasks, they think, adapt, and optimize in real time.

Techmynt is a start-up offering AI-focussed Consultancy & Engineering services across various industry verticals.

Spinney Hill Recovery's Requirements

CRM

- Reduce paperwork by replacing manual and paper-based processes with a digital CRM system.
- Centralise patient, staff, referral, task, and donation information in one unified platform
- Streamline admissions, treatment tracking, appointment scheduling, and discharge processes.
- Enable role-based access to ensure staff see only relevant information



Scope of Work

Dashboard

- Central overview of key activities and metrics
- Quick access to recent patient activity, appointment, and tasks.
- Role-based view for management, clinicians, and admin staff

Users/Patients Database

- Secure storage of patient files and personal details
- Treatment notes, progress updates, and document uploads.
- Centralised patient history accessible to authorised staff only

Scheduling Calendar

- Appointment management for patients.
- Calendar views for different roles (clinicians, support staff, admin).
- Scheduling, rescheduling, and availability tracking

Phone Directory

- Central directory of external contacts including food banks, clinics, and support services
- Searchable and categorised contact list.
- Quick access to essential contact details for staff

Tasks & Appointments

- Task scheduling and management for admin and staff users.
- Ability to assign tasks such as booking patient appointments with therapists, doctors, or counsellors
- Automated notifications displayed on the assigned staff member's dashboard.
- Centralised view of pending, upcoming, and completed tasks

Scope of Work

Templates / Digital Forms

- Digitisation of registration forms and other commonly used centre forms
- Secure storage and retrieval of completed forms within the CRM
- Standardised templates to reduce manual paperwork and data entry

Settings / Admin Controls

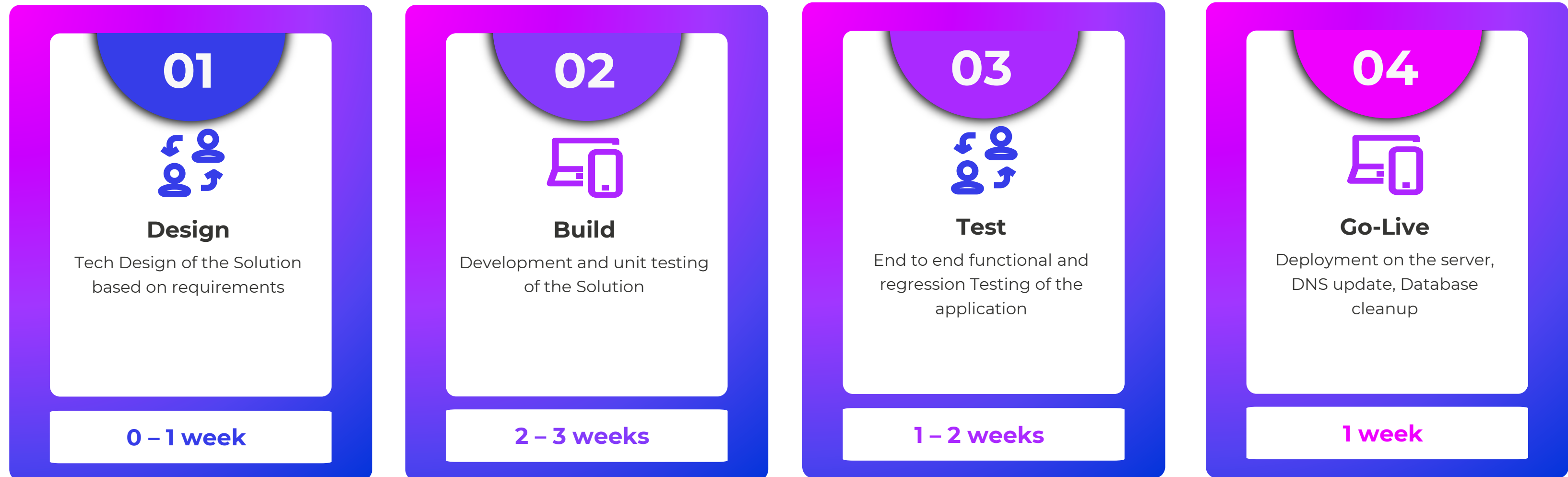
- User and role management (admin, clinicians, support staff)
- Access control and permission management
- System configuration settings for workflows, notifications, and modules

Charity & Donations

- Centralised record of all donations made to the recovery centre
- Storage of donor details and donation history
- Integration with the centre's website to capture online donations
- Payment processing via Stripe or a similar service
- Ability for admin staff to process donations over the phone on behalf of donors

The Approach

The Project shall be delivered in following phases



Out of Scope

1. Data migration from legacy paper records or existing systems (unless explicitly agreed)
2. Advanced clinical systems, EHR integrations, or third-party healthcare platforms
3. Regulatory certification, audits, or compliance management (e.g. CQC, GDPR consultancy)
4. SMS, email, telephony, or call-handling system integrations
5. External system integrations (CRM, ERP, finance, payroll, or accounting systems)
6. Payment dispute handling, chargeback management, or financial reconciliation for donations
7. Custom payment gateway features beyond standard Stripe or similar service functionality
8. User training beyond basic system walkthrough and handover documentation
9. Future feature enhancements, additional modules, or major workflow changes not included in the agreed scope

Commercials

Option 1 – One Time Payment

£8700 (one-year free maintenance, and hosting)

Option 2 – Subscription Based

Initial Setup Fee - £1740

Monthly Payment- £375

Commercial Terms:

1. 50% of Initial Setup Fee advance payment required upon project confirmation; balance before go-live.
2. Monthly Subscription fee to be paid via direct debit every month.
3. Minimum of 2-year contract if opting for subscription-based model (option 2 above)

Terms


1. The scope of work is limited to the deliverables outlined in this proposal.
2. Any additional features, custom workflows, integrations, or enhancements beyond the agreed scope will be treated as change requests and may incur additional charges.
3. Project timelines are estimates and depend on timely feedback, approvals, and provision of required information from the client. Delays may impact delivery timelines.
4. Up to two rounds of revisions for each CRM module are included. Additional revisions or major changes will be charged separately.
5. All patient data, documents, and content used within the system will be provided by the client. Techmynt will not be responsible for data accuracy or completeness.
6. Any third-party services, APIs, hosting, SMS/email services, or AI tools (including chatbot services) will be billed separately.
7. Data security and access controls will be implemented as agreed; however, regulatory compliance (e.g., healthcare or data protection policies) remains the responsibility of the client unless explicitly stated otherwise.
8. Both parties agree to maintain confidentiality of all patient, operational, and business-related information shared during the project.

Thank you

Contact Us

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