



IDM[®] DEVELOPER LICENSE

Build, customize, and deliver digital systems on
Synergy IDM[®], a proven low-code enterprise platform

1 INTRODUCTION TO THE IDM DEVELOPER LICENSE

Synergy International Systems, Inc. (“Synergy”) is a global software company focused on delivering digital enterprise platforms for governments and public institutions. Founded in 1997 and headquartered in the Washington, D.C. metropolitan area, the company operates internationally with active implementations across multiple regions and institutional environments.

Synergy works in complex, regulated public sector digitalization programs that require long-term institutional engagement, structured procurement processes, and strong governance standards. Our portfolio spans justice, governance, public finance, social protection, and related government domains, where solutions are deployed at national and institutional levels to support core state and program functions.

At the foundation of these solutions is Synergy IDM (Intelligent Data Manager), Synergy’s low-code enterprise platform. Proven in national-scale deployments, IDM supports complex business processes, multi-institutional workflows, and long-term operational continuity. While IDM underpins Synergy’s established domain solutions, it has been architected as a general-purpose enterprise platform capable of supporting a broad range of digital systems across sectors.

As digital transformation accelerates globally, institutional requirements are increasing in scale, diversity, and complexity. Centralized delivery models alone are no longer sufficient to meet this demand sustainably. Institutions increasingly seek solutions that are localized, adaptable, and delivered closer to end users, while still relying on stable, enterprise-grade platforms.

This evolution creates a need for capable local and regional organizations that can design and deliver solutions independently without compromising platform integrity or long-term maintainability.

In response, Synergy is introducing the IDM Developer License, through which qualified partner organizations may build, customize, and deliver solutions on the IDM platform under defined licensing terms that preserve platform integrity and long-term sustainability.

Licensed developers may apply IDM within Synergy’s established domains as well as across additional sectors, cross-domain initiatives, and bespoke institutional systems where structured digital processes are required.

2 THE IDM PLATFORM

IDM has been at the core of Synergy's digital systems since the company's early years and has continuously evolved in line with technological advancements, architectural standards, and institutional requirements. Over time, the platform has been enhanced to support increasingly complex environments while maintaining backward stability and operational continuity. Systems built on IDM have been deployed in more than 80 countries, supporting over 200 institutional implementations across public sector institutions, international organizations and NGOs operating within diverse legal and administrative frameworks.

Consistent with this development, IDM is designed as a platform for building and evolving digital systems, rather than as a fixed application or sector-specific product. It provides a structured environment in which business processes, workflows, data models, and integrations can be configured and extended to reflect institutional requirements. This architecture allows systems to adapt over time as policies, regulations, and operational conditions change, without repeated redevelopment.

To support this adaptability, the platform follows a layered development approach. Core components can be configured using low-code mechanisms to build complete digital systems by defining processes, data models, user interfaces, access controls, and other core system capabilities. Where greater specificity is required, full programming capabilities are available to implement advanced customization, complex logic, and specialized integrations.

Furthermore, the evolution of the platform is governed through a Long-Term Support (LTS) model to ensure stability, predictable updates, and disciplined progression across deployed environments. Together, the layered architecture and LTS model support long operational lifecycles by enabling controlled platform evolution while preserving technical depth where necessary.

Synergy makes a range of self-service resources available to licensed developers to support platform learning, prototyping, and structured communication. These resources are available irrespective of paid platform support arrangements. The available resources include:

- IDM platform documentation, including guides, technical references, and deployment materials
- [Video](#) learning resources
- Synergy's AI-based eAssistant for guidance on IDM usage and documentation
- Access to Synergy's centralized [Service Desk](#) for submission and tracking of platform-related inquiries and reported issues.

3 THE IDM DEVELOPER LICENSE

The IDM Developer License authorizes qualified organizations to build, customize, and deliver digital systems using the IDM platform under defined licensing terms. It is intended for organizations that actively design, implement, and support systems, rather than entities that solely resell pre-built applications. Through this model, licensed organizations can develop their own system portfolios while relying on a stable and governed enterprise platform.

Under the IDM Developer License, licensed organizations may:

- Design and develop new systems on the IDM platform, including sector-specific and cross-domain implementations
- Customize and extend IDM-based systems to reflect applicable policies, regulatory frameworks, and organizational processes
- Develop integrations between IDM-based systems and third-party platforms, such as registries, payment systems, identity services, and data environments
- Deploy and support systems for their own clients or programs within their respective markets or regions.

Licensed organizations may apply IDM across Synergy's established domains, including justice, public finance, social protection, and monitoring and evaluation, as well as across additional institutional sectors. Typical application areas include case and workflow management systems, financial administration platforms, compliance and oversight systems, licensing and inspection workflows, program management platforms for international organizations and NGOs, and cross-institutional digital services.

3.1 EXAMPLE: SOCIAL PROTECTION SYSTEM DEVELOPMENT

For example, a licensed organization may design and deploy a social protection management system for a government agency or international organization. Such a system may include beneficiary registration, eligibility assessment, case management, payment coordination, grievance handling, and reporting. IDM's configurable components support rapid modeling of standard program workflows, while full development capabilities enable implementation of country-specific policy rules, integration with national registries or payment providers, and tailored reporting requirements. In such engagements, the licensed organization remains responsible for system delivery, customization, and client support, while relying on IDM as the underlying enterprise platform.

3.2 SCOPE OF THE LICENSE

The IDM Developer License defines the rights and responsibilities associated with building and delivering systems on the IDM platform. Certain arrangements fall outside the standard scope of the license and may be considered separately where relevant. These include:

- Joint venture arrangements for specific projects
- Revenue-sharing or commission-based structures
- Co-development activities or development services provided by Synergy
- Exclusive market, sector, or client rights

- Redistribution of the IDM platform as a standalone product or SaaS offering

Such arrangements, where applicable, are addressed through separate commercial agreements.

3.3 PARTNER INDEPENDENCE AND PLATFORM GOVERNANCE

The IDM Developer License establishes a defined operating model between licensed organizations and Synergy. Licensed organizations lead the design, implementation, and support of the systems they deliver to their clients. Synergy retains ownership of the IDM platform and continues to develop and maintain the core platform architecture. This structure allows partners to operate independently while ensuring the technical continuity and integrity of the underlying platform.

4 LICENSE STRUCTURE AND SUPPORT

The IDM Developer License is structured to provide a stable and predictable foundation for long-term system development and deployment, consistent with established enterprise software practices.

4.1 LICENSE TYPE AND LONG-TERM SUPPORT

The IDM Developer License is granted as a perpetual license aligned with a designated LTS version of the IDM platform. The LTS model ensures stability and controlled evolution for systems with extended operational lifecycles.

4.2 PROJECT-BASED LICENSING

IDM licensing is applied on a per-deployment basis rather than as an unlimited developer entitlement. Each production system deployed for a specific institution or client requires a separate IDM license corresponding to the scope and mandate of that deployment.

For example, if a licensed organization delivers one social protection information system for a ministry and two court case management systems for two separate judiciaries, three IDM licenses are required, one for each deployment.

4.3 LICENSE SCOPE AND CATEGORIZATION

Each deployment license is categorized based on the scale and intended scope of implementation.

Typical categories include:

- Small or standalone deployments, such as individual agencies, specialized institutions, NGOs, or limited-scope programs
- Nationwide or large-scale deployments involving national mandates, cross-institutional usage, or multi-agency systems.

Final categorization is determined based on the specific deployment context.

4.4 PLATFORM SUPPORT AND MAINTENANCE

Under the perpetual license, licensed organizations receive:

- Access to the designated IDM LTS version
- LTS updates, including bug fixes, security patches, and stability improvements applicable to that version.

Self-service resources, including documentation, learning materials, the eAssistant remain available independently of any paid support arrangement, while access to the Synergy Service Desk remains available for 1 year.

Synergy also offers an optional annual platform support and maintenance agreement, typically structured as a percentage of the license value. Platform support is focused on the IDM core platform and includes:

- Intake and triage of reported issues through the Service Desk
- Classification of issues to distinguish core platform matters from configuration or customization matters
- Resolution of confirmed IDM platform defects
- Platform-level guidance and advisory support within a defined annual advisory ceiling.

Platform support does not extend to:

- Application-level debugging
- Investigation or remediation of project-specific customizations or custom code beyond the defined advisory scope
- Solution implementation or operational services
- Automatic access to new, non-backward-compatible major platform versions.

Where issues fall outside the defined platform support scope, additional assistance may be provided under separate professional services arrangements.

4.5 MAJOR PLATFORM VERSIONS

New major IDM platform versions that introduce non-backward-compatible changes are treated as separate commercial licensing decisions. Such versions are not included within standard platform support. This structure avoids forced platform transitions and allows licensed organizations and their clients to plan upgrades in accordance with technical and operational readiness.

5 ONBOARDING AND PLATFORM ORIENTATION

Synergy provides an onboarding process to support licensed organizations in establishing development environments, understanding the IDM platform architecture, and preparing for implementation activities.

5.1 COMPLIMENTARY DEVELOPMENT LICENSE

A complimentary development license may be provided to prospective partner organizations for evaluation, learning, and initial prototyping. This license is non-production, time-limited and not intended for client delivery or live deployments.

5.2 ENVIRONMENT SETUP AND TECHNICAL ORIENTATION

Synergy provides guidance on development environment setup, including prerequisites and recommended separation of development, testing, and production environments. A technical orientation introduces licensed organizations to platform architecture, development practices, and key configuration and customization principles. All platform-related questions and reported issues are submitted through Synergy's centralized [Service Desk](#), which provides structured communication and issue tracking.

5.3 ONBOARDING PROGRESSION

Onboarding typically progresses from initial familiarization to hands-on prototyping and practical application during the first licensed deployment. Delivery readiness is generally achieved in the course of the first active project, with platform proficiency continuing to mature through practical implementation. Timelines vary depending on solution complexity, team experience, and deployment scope.

6 ENGAGEMENT AND NEXT STEPS

Engagement typically begins with an introductory discussion to assess organizational capabilities, intended application areas, and alignment with the IDM Developer License model. This may be followed by technical familiarization and, where appropriate, issuance of a complimentary development license for evaluation and prototyping.

When a licensed organization proceeds to client-facing or production deployments, the parties align on the relevant project scope and corresponding IDM license category. Platform support and maintenance arrangements are defined as required. Licensed organizations lead system delivery and client engagement, while Synergy maintains responsibility for the IDM platform in accordance with the licensing terms.

Additional information regarding the IDM Developer License is available on Synergy's website. Organizations may submit an inquiry through the designated page or contact Synergy directly.

Start the licensing process	General email for inquiries
synisys.com/synergy-idm-developer-license-program	mail@synisys.com



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