Nymo Assure (AI Telecare Analytics)

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Assure (AI Telecare Analytics) is an AI-powered platform designed to enhance telecare services by providing real-time monitoring, predictive analytics, and automated alerts. It integrates with telecare devices, wearables, and sensors to continuously track individuals' health and well-being, identifying potential risks early. The platform supports caregivers by providing data-driven insights to enable proactive care and timely intervention. Nymo Assure ensures better care coordination, reduces hospital admissions, and improves patient safety. It is scalable, cloud-based, and integrates with existing healthcare infrastructure, providing actionable insights for healthcare providers.

2. ONBOARDING PROCESS

The onboarding process for Nymo Assure includes a detailed consultation phase to understand the client's specific needs. The process is divided into three phases:

- Phase 1: Configuration and Integration – Setting up the platform and integrating with existing telecare systems.
- Phase 2: User Training – Offering online training sessions, documentation, and a train-the-trainer approach to ensure all users are familiar with the platform.
- Phase 3: Go Live Support – Transitioning to full use with ongoing monitoring and support.

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3. SERVICE & SUPPORT MANAGEMENT DETAILS

We provide 24/7 support to ensure users have access to the assistance they need. Support is available through email, ticketing systems, and live chat. The Standard Support Plan includes email and ticketing support during business hours. Premium Support offers a dedicated support analyst, priority response, and 24/7 coverage. Customers can also opt for a Technical Account Manager (TAM) for proactive support and system optimization.

4. BACKUP AND DISASTER RECOVERY

Nymo Assure is hosted on enterprise-grade cloud infrastructure, with geo-redundant data centers to ensure resilience and data security. Regular backups are taken and stored in encrypted form, with disaster recovery procedures in place to ensure minimal downtime. We have a robust failover mechanism that guarantees service continuity during system failures.

5. BUSINESS CONTINUITY PLAN

Our business continuity plan ensures Nymo Assure remains operational during unforeseen events. We have backup systems and processes in place to maintain data integrity and service availability. Regular updates to the continuity plan ensure it remains aligned with changing business needs and regulatory requirements.

6. ISO27001:13 ACCREDITATION

Nymo Assure complies with ISO27001:13, ensuring our commitment to maintaining the highest standards of security and data protection. This certification underscores our dedication to safeguarding sensitive data, adhering to both industry best practices and GDPR compliance.

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7. DEVELOPMENT LIFE CYCLE

We use an Agile development methodology for continuous improvement of Nymo Assure. Our system is updated regularly through two-week sprints, with new features, performance enhancements, and bug fixes being released promptly. User feedback plays a crucial role in guiding platform improvements, ensuring that the solution evolves with the changing needs of healthcare providers.

8. TECHNICAL REQUIREMENTS

Nymo Assure supports modern web browsers including Google Chrome, Firefox, and Safari. It also offers mobile access via apps for iOS and Android devices, enabling caregivers to monitor patient health on the go. A stable internet connection is required for optimal performance.

9. SERVICE CONSTRAINTS

Nymo Assure operates on cloud infrastructure, which may be subject to occasional maintenance windows, typically scheduled outside of peak hours. Any downtime due to routine or emergency maintenance is communicated to users in advance. While the system is designed for high availability, users should expect up to 0.3% downtime annually.

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