Nymo Personal Safety & Lone Working

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Group Ltd provides AI-powered, cloud-based solutions designed to enhance the safety of lone and remote workers. Our Personal Safety & Lone Working Solutions offer comprehensive coverage for at-risk employees, ensuring continuous protection, real-time alerts, and seamless integration into existing systems. Our solutions help employers protect their workforce, improve staff productivity, and meet regulatory requirements, while supporting their duty of care responsibilities.

Our Service

Nymo's Personal Safety & Lone Working Solutions are accessible via mobile apps, wearable devices, and cloud-based platforms, providing a full range of safety features including real-time tracking, emergency alerts, and welfare checks. Our solutions are perfect for a wide variety of industries, including healthcare, social care, education, law enforcement, and field services.

KEY FEATURES OF NYMO PERSONAL SAFETY & LONE WORKING SOLUTIONS

Real-Time GPS Location Tracking

- Pinpoint the exact location of lone workers with 10-meter accuracy.

Emergency Alerts

- One-touch SOS and man-down alerts for quick incident escalation.

Two-Way Communication

- Two-way voice calls between employees and emergency contacts.

Safety Zones and Geo-Fencing

- Set up safe zones and receive alerts if workers move outside of designated areas.

Fall Detection & Amber Timer

- Automatic fall detection and manual Amber Alert timers for at-risk tasks.

24/7 Monitoring & Support

- Access to round-the-clock monitoring with our Alarm Receiving Centre (ARC).

Customizable Escalation Protocols

- Tailor response protocols based on the severity of alerts and operational needs.

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SERVICE BENEFITS

Enhanced Worker Safety

- Provide workers with real-time protection, reducing the risks of violence, accidents, and health concerns.

Rapid Incident Response

- Minimize response times with direct connections to emergency services, bypassing traditional 999 systems for quicker police response.

Compliance and Reporting

- Help businesses stay compliant with health and safety regulations, with full reporting and audit trails.

Employee Wellbeing

- Regular welfare checks and proactive monitoring improve overall staff morale and productivity.

Easy Integration

- Seamlessly integrate with existing Alarm Receiving Centres (ARCs) and third-party software systems.

SYSTEM REQUIREMENTS

Device Compatibility: Android or iOS mobile devices, ruggedized personal safety devices.
Internet Connectivity: Requires stable internet or mobile data connection for real-time updates.
Operating System: Minimum Android 6.0 or iOS 12 for app compatibility.
Cloud Access: Access to Nymo's cloud-based platform for monitoring, reporting, and device management.

SUPPORT AND SERVICE LEVELS

24/7 Support: Round-the-clock phone and email support for all users.
Knowledge Base: Access to an extensive online knowledge base for troubleshooting and user guidance.
Training: On-site and remote training available to ensure smooth implementation and usage.
Incident Response: Immediate action on critical incidents with dedicated customer success and technical teams.

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CUSTOMER SUCCESS PLANS

Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25%

ADDITIONAL SERVICES

Device Management Platform: Integrated platform to manage and monitor devices and alerts.
Consulting Services: Risk assessment and tailored solution deployment to ensure optimal protection for your workforce.

WHY CHOOSE NYMO PERSONAL SAFETY & LONE WORKING SOLUTIONS?

Rapid Response: Faster than the 999 system for emergency incidents.
24/7 Monitoring: Always-on support ensures workers are protected around the clock.
Flexible Solutions: Tailored to meet your specific lone working risk profile and operational needs.

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