Nymo People Planner (Care Rostering)

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo People Planner (Care Rostering) is a cloud-based workforce management solution designed for the care sector. The platform allows care organizations to efficiently schedule shifts, track staff availability, and ensure compliance with labor laws. Nymo People Planner automates scheduling processes, reduces manual work, and provides real-time updates. It helps streamline rostering, minimizes errors, and optimizes staffing for improved care delivery. With its mobile and desktop accessibility, this solution enables managers to stay in control while employees can access schedules and request time off conveniently. The system integrates with existing HR and payroll systems for a seamless workflow.

2. SERVICE CAPABILITIES

- Shift Scheduling: Create, modify, and manage staff shifts and assignments.
- Staff Availability: Track employee availability and handle time-off requests.
- Compliance Monitoring: Ensure compliance with labor laws and internal policies, such as rest periods and overtime limits.
- Real-time Updates: Automatic notifications for schedule changes, shift assignments, and staff availability.
- Reporting and Analytics: Generate reports on shift coverage, overtime, attendance, and staff performance.
- Mobile Access: Employees can view schedules and request changes via mobile apps.
- Integration: Seamlessly integrates with existing HR, payroll, and time-tracking systems for efficient operations.

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3. SERVICE ACCESS AND SUPPORT

- Access Methods: The service is accessible via a web interface on desktops and mobile applications for both iOS and Android devices.
- Support Channels: Support is available via email and our online ticketing system. Premium support options provide faster response times, phone support, and dedicated assistance.

4. SERVICE AVAILABILITY AND SLAS

- Availability Guarantee: 99.9% uptime, excluding scheduled maintenance.
- Incident Response: Critical incidents will be addressed within 1 hour, with ongoing updates provided.
- Service Credits: If we fail to meet the availability guarantee, we will issue prorated service credits for the affected period.

5. SERVICE CONSTRAINTS

- Scheduled Maintenance: May occur outside of peak business hours. Users will be notified in advance.
- Device Compatibility: The platform supports modern browsers (Chrome, Firefox, Safari, Edge) and recent versions of iOS and Android.
- Customizations: Advanced customizations may incur additional fees.
- Regional Data Storage: Data storage options may vary by region to comply with local regulations

6. DATA PROTECTION AND SECURITY

Nymo People Planner complies with GDPR and other relevant data protection regulations. Data is encrypted both in transit and at rest. Access is controlled via role-based permissions, ensuring that only authorized users can view or modify sensitive information. Regular security audits are performed to ensure the platform remains secure.

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SERVICE AVAILABILITY AND UPTIME

Our system is designed to provide reliable and uninterrupted service with 99.5% uptime, ensuring continuous access to workforce management tools. We have multiple redundancies in place to maintain operational resilience, even in the event of unexpected failures.

7. PRICING MODEL

- Basic Plan: £3.90 per user/month for up to 10 users.
- Advanced Plan: £3.50 per user/month for 11-50 users.
- Enterprise Plan: Custom pricing for 200+ users with premium features.
- Additional Costs: Data migration, integration services, and extended support packages are available at an additional cost.

8. TERMINATION AND DATA EXTRACTION

At the end of the contract, users can request a data export within 30 days. The data will be provided in CSV or Excel format. After this period, the data will be securely deleted from the system.

9. BACKUP AND DISASTER RECOVERY

Nymo People Planner employs a robust backup strategy, with daily encrypted backups and off-site storage to ensure data security and availability. In the event of a disaster, recovery procedures are in place to restore service promptly. Our system offers a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of 12 hours and 6 hours, respectively.

10. TECHNICAL REQUIREMENTS

- Operating Systems: Supports Windows 10+, macOS 10.14+.
- Browsers: Chrome, Firefox, Safari, and Edge (latest versions).
- Mobile Devices: iOS 12+ and Android 7+ for mobile access.
- Internet: Stable internet connection required for real-time syncing and access.

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11. SUPPORT LEVELS

We provide tiered support levels to meet different needs:

- Standard Support: Email support with a response time of up to 24 hours.
- Premium Support: Faster response times, phone support, and priority handling, available at an additional cost.
- Enterprise Support: 24/7 support with a dedicated Customer Success Manager (CSM), included in high-tier pricing.

12. INCIDENT MANAGEMENT

Our incident management processes are designed to identify and address issues promptly. Users can report incidents via email or our support ticketing system. Each reported issue is logged, prioritized, and assigned for resolution. We provide incident reports outlining the cause, actions taken, and future preventive measures once the incident is resolved.

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