Nymo Learning (Corporate LMS)

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Learning is a secure, cloud-based Corporate Learning Management System (LMS) designed to help organisations deliver, manage, and monitor employee training, onboarding, compliance, and professional development. The service provides a centralised learning environment that supports role-based learning paths, structured training programmes, and reporting across the organisation.
Nymo Learning enables organisations to standardise training delivery, improve compliance oversight, and support workforce development through flexible, accessible, and scalable digital learning.

2. ONBOARDING

Nymo Learning is deployed remotely and does not require on-site installation. Buyers are supported through a structured onboarding process that includes access to setup documentation, administrator guides, and configuration support.
Remote onboarding sessions are available to assist administrators with system configuration, user setup, learning paths, and reporting. Online training resources and recorded tutorials are provided to support both administrators and end users. Optional enhanced onboarding support is available where required.

3. ADDITIONAL SERVICE OPTIONS

Optional services are available at additional cost, including enhanced onboarding support, advanced configuration assistance, extended support hours, and dedicated technical account management. Integration support with third-party systems such as HR platforms and identity providers may also be provided where required.

4. SERVICE & SUPPORT MANAGEMENT DETAILS

Nymo Learning includes standard support during UK business hours (Monday to Friday, 9am–5pm). Support requests can be submitted via email or service desk and are triaged based on severity. Enhanced and Premium support options provide faster response times, extended hours, proactive monitoring, and priority incident handling. Support performance is monitored to ensure consistent service delivery.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved

5. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Premium support customers are assigned a dedicated Technical Account Manager or Cloud Support Engineer. This role provides strategic guidance, service reviews, onboarding assistance, and advice on optimising use of the platform. Standard customers receive access to documentation and support resources without a dedicated account manager.

6. BACKUP AND DISASTER RECOVERY

Nymo Learning uses resilient cloud infrastructure with regular automated backups. Customer data is backed up securely and stored in geographically separated locations. Backup and recovery processes are designed to support timely restoration of service in the event of data loss or system failure.

7. BUSINESS CONTINUITY

The service is designed for high availability using redundant cloud infrastructure and automated failover. Business continuity and disaster recovery procedures are reviewed regularly to ensure ongoing service resilience. Detailed continuity documentation is available on request.

8. INFORMATION SECURITY AND GOVERNANCE

Nymo Learning follows documented information security policies covering access control, data protection, incident management, and risk management. Security controls include role-based access, encryption in transit and at rest, monitoring, and defined incident response processes. Security governance is overseen by senior management and reviewed regularly.

9. DEVELOPMENT LIFE CYCLE

Nymo Learning follows a controlled development lifecycle. Enhancements and updates are planned, tested, and deployed in a managed manner to minimise disruption. Changes are assessed for operational and security impact prior to release, with regular updates delivered to all customers.

10. TECHNICAL REQUIREMENTS

Nymo Learning is accessed through a modern web browser and requires an internet connection. The service supports desktop, laptop, tablet, and mobile devices through a responsive web interface. No specialist hardware or software installations are required.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved

11. SERVICE CONSTRAINTS

Nymo Learning is delivered as a shared SaaS platform. Planned maintenance is scheduled outside core UK business hours where possible and communicated in advance. Some advanced configuration and reporting features are optimised for desktop use. Third-party integrations are subject to the availability and limitations of external systems.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved