Nymo Assure

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Assure is a cutting-edge, AI-powered cloud solution designed to improve operational efficiency across healthcare, education, and enterprise sectors. It integrates the latest technologies with machine learning to deliver the following:

- Comprehensive Service Model: A combination of reactive and proactive monitoring tools for telecare services, supporting daily living activities and enhancing user experience.
- Market-Leading Interoperability: Seamlessly integrates with a wide array of telecare devices, sensors, and third-party systems to ensure maximum functionality and cost-efficiency.
- Promote Independence: Proactively monitor vulnerable individuals, improving their independence at home and connecting their care network through smart, configurable alerts via mobile apps.
- Actionable Insights: Utilizing AI and machine learning, Nymo Assure delivers real-time insights to caregivers, social workers, and healthcare providers, supporting more informed decision-making.
- Preventive Healthcare: Transitioning from reactive, crisis-driven models to proactive, preventative, and outcomes-focused healthcare that enhances service delivery.
- Cost-Effective Care Delivery: Reduces hospital admissions and optimizes care delivery, ensuring that more individuals receive quality care in the home, without overstretching resources.

Nymo Assure differentiates itself in the market by focusing on generating actionable insights that enhance care decisions rather than simply providing data capture devices.

ONBOARDING

Nymo Assure follows a structured, four-phase implementation methodology, tailored to meet the specific needs of each customer:

Phase 1 - Pre-project Planning

- **Step 1: Needs Analysis**

Detailed consultations help identify system requirements and benefits, followed by a proposal outlining the project's scope.

- **Step 2: Solution Demonstration**

A customized demo session is conducted to review features and gather feedback before finalizing project specifications.

- **Step 3: Sales Handover**

After the project scope is defined, a formal handover to the implementation team is completed, ensuring continuity and clear communication.

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Phase 2 - Configure & Install

- **Step 4: Definition**

The project team works with the customer to define control processes and success criteria, ensuring alignment with the project goals.

- **Step 5: Solution Workshops**

Immersion workshops are held to map business processes to the proposed software functionality.

- **Step 6: Confirmation of Requirements**

A review of feedback from workshops to confirm specific actions and solution components for meeting project criteria.

Phase 3 - Training

- **Step 7: Configuration**

Configuration settings are tuned to meet customer needs, and a User Acceptance Test (UAT) system is set up for pilot testing.

- **Step 8: User Acceptance Test (UAT)**

The UAT is performed in a workshop environment to ensure system readiness.

- **Step 9: Education**

In-depth training is provided to users, tailored to different learning styles.

Phase 4 - Support

- **Step 10: Go Live**

The system is transitioned to live status with on-site support to ensure smooth operation.

- **Step 11: Support Handover**

A detailed support handover document is delivered to the ongoing support team for future queries.

- **Step 12: Post-Project Review**

Customer feedback is gathered to refine future implementations and ensure the solution meets the customer's ongoing needs.

ADDITIONAL SERVICE OPTIONS

Nymo Assure offers a variety of value-added services to further enhance the deployment experience:

Remote/In-Person User Training: Additional user training sessions, either remotely or on-site, for more comprehensive support.

Stakeholder Benefits Realisation & Discovery Sessions: Facilitated workshops to help customers identify how the solution can best drive service delivery and benefits.

Project Management Support: Provides additional project management input to streamline the implementation process.

Bespoke Assure Dashboard Development: Custom development of dashboards, including reports, custom screens, and specific rules tailored to customer needs.

Bespoke Peripherals Integration: Integration of third-party sensors and peripherals with the Nymo Assure solution for enhanced functionality.

Family/Wider Care Circle Benefits Session: Workshops to explore how involving the wider family or care circle can improve personalized outcomes using the solution.

System API Integration(s): Custom API integration services to connect with other systems as needed.

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SERVICE & SUPPORT MANAGEMENT DETAILS

t Nymo Group, we prioritize long-term success for our customers, providing continuous support at each stage of your journey:

- Support Commitment: We ensure that Nymo Assure remains fully operational through efficient support and ticket resolution, aiming for first-line contact resolution.
- Customer Success: Our team will help maximize the return on investment by offering best-in-class technical assistance, advice, and customer care.

We offer three support plans:

Essential Plan:

Available to all customers, providing online support through the Customer Success Portal.

Standard Plan:

Faster response times with telephone and live chat support, ongoing access to e-learning resources, and Success webinars to keep teams up-to-date.

Premium Plan:

Direct access to a designated Customer Success Manager for ongoing relationship management, ensuring teams get the most from the system.

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our dedicated Account Management and Customer Success teams ensure that Nymo Assure users maximize their system's potential. Our Account Managers are experts in healthcare, education, and enterprise sectors, and will work closely with your team to ensure full adoption and continuous improvement.

BACKUP AND DISASTER RECOVERY

Nymo Assure is hosted in a highly secure, cloud-based environment, with full disaster recovery and backup procedures in place to prevent data loss. We offer:

- Recovery Point Objective (RPO): Ensuring minimal data loss within an acceptable time frame.
- Recovery Time Objective (RTO): Ensuring that data is restored promptly after a disaster to minimize downtime.

BUSINESS CONTINUITY STATEMENT/PLAN

A comprehensive business continuity plan is available on request. This plan ensures that Nymo Assure continues to operate smoothly even in the event of unexpected disruptions.

DEVELOPMENT LIFE CYCLE

Nymo Assure undergoes regular improvements based on both customer feedback and our internal roadmap. Development is carried out in sprints, with new features delivered every two weeks. Customers benefit from these updates in real-time.

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TECHNICAL REQUIREMENTS

Nymo Assure is compatible with any computer or mobile device that has a web browser and internet connectivity, ensuring accessibility across a wide range of platforms.

Web Browsers:

- Internet Explorer 11 and above
- Firefox
- Safari
- Google Chrome

Mobile Devices:

- iOS
- Android

SERVICE CONSTRAINTS

We strive to ensure Nymo Assure is available 99.70% of the time each calendar month, with minimal maintenance windows to maintain system performance.

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