Nymo Volcanic (Recruitment Website + ATS)

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Volcanic is a comprehensive recruitment management solution designed to streamline and enhance the recruitment process. It enables HR teams to manage and track job applicants, automate key recruitment workflows, and seamlessly integrate with other systems to centralize data and communication. Nymo Volcanic offers an easy-to-use interface that simplifies the recruitment lifecycle, from posting job openings to final candidate selection, ensuring efficiency and accuracy in every stage.

The platform is equipped with features such as job board integration, candidate tracking, interview scheduling, task automation, customizable reporting, and real-time notifications. Additionally, it supports global access, making it suitable for businesses of all sizes operating in any region or time zone.

Key Features Include:

- Global accessibility via a web-based platform
- Multi-user support with customizable permissions and roles
- Task automation to simplify workflows and ensure deadlines are met
- Integration with third-party platforms (via API)
- Real-time candidate progress tracking and reporting

2. ONBOARDING

The onboarding process for Nymo Volcanic is designed to be quick, efficient, and user-friendly. Upon signing up, customers receive a dedicated Customer Success Manager (CSM) who provides a comprehensive product overview and assists with initial setup.

- Week 1: Onboarding call with the CSM to outline the project's scope, set expectations, and provide a product walkthrough.
- Week 2: A check-in call to review setup progress, answer any questions, and refine the configuration as needed.
- Week 3: Final review of the setup and preparation for a test launch or pilot phase to ensure everything is configured correctly.
- Week 4: Go live, where users can fully implement Nymo Volcanic into their recruitment process.

For larger organizations or multi-site deployments, the typical lead time is 2-4 weeks, depending on complexity. The system is also designed for self-sign-up so smaller users or teams can start using the product immediately with minimal assistance.

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3. SERVICE & SUPPORT MANAGEMENT

Nymo Volcanic is backed by a multi-tier support system to ensure customers receive timely assistance and have all the tools they need to maximize the product's potential.

- Essential Plan (Included with Subscription):
  - Online support via the Customer Success portal.
  - Access to detailed knowledge base articles and guides.
- Standard Plan (Additional Plan):
  - Faster response times for queries, with support available through live chat, email, and phone.
  - Access to e-learning content and a Success Webinar Program to keep users updated on new features and best practices.
- Premier Plan (Premium Support):
  - Dedicated Customer Success Manager (CSM) who works closely with your team to optimize usage and productivity.
  - Direct access to technical experts for troubleshooting and ongoing optimization.

Support is available Monday to Friday, 8 AM - 6 PM, with emergency support available 24/7. Nymo Volcanic also offers a help center library with hundreds of FAQ articles to help teams with training and troubleshooting.

4. OUTAGE AND MAINTENANCE MANAGEMENT

To ensure maximum uptime, Nymo Volcanic follows best practices in managing outages and scheduled maintenance:

- Outage Reporting:
  - Customers are automatically subscribed to email alerts for any planned or unplanned outages, ensuring timely updates.
  - Real-time uptime statistics are available through a live dashboard, offering transparency on system health and availability.
- Maintenance Management:
  - Downtime due to maintenance is minimized and typically scheduled outside of regular business hours.
  - Customers are notified in advance to ensure minimal disruption to their operations.

In case of unplanned outages, Nymo Volcanic provides timely status updates and works swiftly to restore services to full functionality.

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5. BACKUP AND DISASTER RECOVERY

Nymo Volcanic incorporates robust backup and disaster recovery (DR) processes to ensure data integrity and availability even in the event of unexpected incidents.

- Backup Procedures:
  - All data is backed up daily to off-site storage, with regular full backups of databases and critical systems.
  - Backups are retained for up to 12 months for non-financial data, and 7 years for financial data.
- Disaster Recovery Testing:
  - Standard restore tests are run weekly to ensure the viability of backup data.
  - Full disaster recovery tests are conducted every 6 months without disrupting production systems, ensuring the ability to recover quickly in the event of a complete data center failure.

The system is designed to meet Recovery Point Objectives (RPO) of 12 hours and Recovery Time Objectives (RTO) of 6 hours for critical systems, ensuring that data loss is minimized and recovery is swift.

6. BUSINESS CONTINUITY

The business continuity plan for Nymo Volcanic is designed to ensure that services remain operational under various scenarios, such as data center failure or network issues. The plan is reviewed and updated regularly and is available to customers upon request.
In the unlikely event of a major disruption, Nymo Volcanic has predefined protocols to switch operations to secondary systems and data centers to maintain uninterrupted service.

7. ISO27001:13 ACCREDITATION

Nymo Volcanic has achieved full ISO 27001:13 accreditation, demonstrating compliance with the international standard for information security management. This certification indicates that our security management system is robust, meeting the highest standards of data protection and operational security.

8. DEVELOPMENT LIFE CYCLE

Nymo Volcanic follows a product-driven development life cycle, incorporating customer feedback and market research to shape future updates and features. The product roadmap is reviewed regularly, and customers are informed of any changes. Updates are released on a quarterly basis, and a managed backlog ensures that customer needs and critical functionality are prioritized.

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9. SERVICE CONSTRAINTS

As a true SaaS solution, Nymo Volcanic does not support customization beyond the default configuration. However, the product is highly flexible and configurable to meet standard customer setup requirements.
The service is available for 99.7% of each calendar month, ensuring high availability with minimal planned downtime.

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