Nymo Cloud PC

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Cloud PC offers a robust Virtual Desktop Infrastructure (VDI) solution that delivers dedicated cloud-based desktops to users, enabling remote access to critical applications, company data, and personal data from any device, at any location. This fully managed service ensures high availability, security, and seamless user experience, whether users are in the office, working remotely, or on the move. The service provides:

- Persistent VDI setup, ensuring each user's desktop is uniquely customizable and persists across sessions.
- Windows 10/11 Enterprise as the base operating system, providing a familiar and secure environment.
- Centralized storage for all data and applications, ensuring consistency and data integrity.
- Routine upgrades, security patches, and installations to ensure users are always working with the latest versions without interruption.

Key Benefits:

- Simplified IT management with centralized deployment and maintenance.
- Seamless access from any device (e.g., Windows, iPads, Chromebooks).
- Enhanced security with a single, managed security instance across all virtual desktops.
- Cost-effective IT support, reducing the need for expensive hardware and traditional IT management.
- Comprehensive disaster recovery and business continuity functionality for uninterrupted service.

ONBOARDING

Our onboarding process is designed for minimal disruption to your operations. We follow a structured, ITIL-aligned approach to ensure a smooth transition to Nymo Cloud PC:

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- **Step 1:** Planning and Engagement – Understanding your organization's unique requirements and defining success criteria.
- **Step 2:** Service Setup – Configuration of virtual desktops, user access setup, and integration with your existing IT environment.
- **Step 3**: Migration & Testing – Secure migration of applications and data to the cloud, followed by extensive testing to ensure proper functionality.
- **Step 4:** User Training – Comprehensive training sessions for both administrators and end-users to maximize productivity with Nymo Cloud PC.
- **Step 5**: Go Live & Support – Official service launch with 24/7 support to address any immediate issues or queries.

Throughout the process, our dedicated Project Manager ensures that all milestones are met and that risks are mitigated, offering full transparency through regular updates and checkpoints.

3. SERVICE FEATURES

Nymo Cloud PC includes the following core features to deliver a comprehensive virtual desktop solution:

- Dedicated Virtual Desktops: Each user receives a personalized cloud desktop, persistent across sessions.
- Automated Application Distribution: Streamlined deployment of applications, ensuring they are automatically available to all users based on their role.
- Citrix Thin Client and Virtual Machine Provision: Optimized for performance and cost-efficiency in delivering VDI solutions.
- Performance Monitoring (Premium): Real-time monitoring of system performance to ensure optimal service delivery.
- Centralized Storage: All user data and applications are stored in a central, secure location for easy management and backup.
- Disaster Recovery & Business Continuity: Built-in backup and disaster recovery options to minimize downtime and ensure seamless operation in case of unexpected failures.

4. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

We recognize that ongoing support and management are critical to the continued success of any service. Nymo Cloud PC includes the following:

- Dedicated Account Manager: An experienced professional who acts as your primary point of contact, ensuring that your organization maximizes its investment in Nymo Cloud PC.
- Customer Success Program: Our Customer Success team provides training, educational webinars, and best practices to ensure your team is always equipped with the latest knowledge and tools.
- Proactive Account Reviews: Regular reviews of your usage, performance, and feedback to identify improvement opportunities.
- 24/7 Support: Access to a dedicated support team available around the clock to resolve issues or assist with queries.

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5. BACKUP AND DISASTER RECOVERY

Our backup and disaster recovery plan is designed to ensure that your data is protected and can be restored quickly in the event of an outage:

- Backup Frequency: Daily backups are performed at 10 PM, ensuring data is always protected and available.
- Multiple Backup Locations: Backups are stored across geographically diverse locations, ensuring that data is protected from regional disasters.
- Encryption: All backups are encrypted at rest to maintain the security and confidentiality of your data.
- RPO & RTO Definitions:
  - Recovery Point Objective (RPO): The maximum acceptable data loss period.
  - Recovery Time Objective (RTO): The time within which services must be restored after an incident.
- Regular Testing: We conduct automatic restore tests on a weekly basis and full disaster recovery (DR) tests every six months to ensure the system can be restored effectively.

6. BUSINESS CONTINUITY

Our business continuity plan ensures that Nymo Cloud PC services remain operational, even in the face of unforeseen events. The plan is regularly reviewed and updated to address new risks. For more information on our Business Continuity Plan, please contact us at https://www.nymogroup.co.uk

7. ISO27001:13 ACCREDITATION

Nymo Cloud PC operates with the highest standards of security, having achieved full ISO 27001:13 accreditation. This certification verifies our commitment to managing information security through robust processes and practices. It ensures that our service meets international standards for data protection and information security management.

8. TECHNICAL REQUIREMENTS

To deploy Nymo Cloud PC, the following technical requirements must be met:

- Client Device Requirements: Users must connect from a licensed Windows Desktop (Windows Pro or higher) or compatible device (iPads, Chromebooks, smartphones).
- Network Requirements: Reliable internet access with a minimum of 10Mbps bandwidth per user.
- Licensing: Access Group will provide all necessary software licenses for Citrix, VMware, Veeam, and Microsoft 365. The customer is responsible for third-party software licenses.

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9. SERVICE CONSTRAINTS

While we strive to provide continuous service, the following constraints apply:

- Scheduled Maintenance: Maintenance windows are minimal to avoid disrupting user access. We use best efforts to ensure 99.5% availability.
- Geographic Limitations: Services are primarily provided in UK data centres, and compliance may vary for international clients.
- Licensing Restrictions: The service does not cover the migration costs for third-party application licenses.

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