NYMO

Nymo TEC Oysta (Telecare Devices)

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo TEC Oysta offers AI-powered telecare services designed for remote health monitoring and emergency response. The service includes wearable devices that track user location and health metrics in real time, ensuring safety both at home and in the community. The platform integrates with a device management system, allowing caregivers and healthcare professionals to monitor users' well-being and receive alerts in case of an emergency.

Key Features:

- Real-time health and location monitoring
- SOS button for emergency alerts
- Geo-fencing and configurable safe zones
- Two-way voice communication with users
- Device management and data analytics dashboard
- Seamless integration with third-party care systems

Resilience and Security:

Nymo TEC Oysta ensures that all data is encrypted during transmission and storage. The system complies with the latest data protection regulations, including GDPR, ensuring users' sensitive information remains secure.

2. ONBOARDING

Onboarding Process:

Our onboarding process is structured to ensure that users can quickly set up and start using Nymo TEC Oysta. It includes user training, device setup, and system configuration.

- Step 1: Needs analysis and solution demonstration
- Step 2: System configuration and user acceptance testing
- Step 3: Training for users and administrators
- Step 4: Go-live and post-implementation support

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3. ADDITIONAL SERVICE OPTIONS

- Premium Support: 24/7 support with faster response times
- Onsite Training: Tailored, hands-on training for large deployments
- Data Migration Services: Assistance with transferring data to other platforms
- Custom Integrations: Integration with third-party health or emergency response systems

4. SERVICE & SUPPORT MANAGEMENT DETAILS

Support Plans:

We offer multiple support options, including basic support, premium 24/7 support, and dedicated support for enterprise clients.

- Essential Plan: Access to email support and online resources
- Standard Plan: Includes phone support with faster response times
- Premier Plan: Dedicated Customer Success Manager with personalized support

Knowledge Base:

We provide a comprehensive knowledge base that includes troubleshooting guides, FAQs, and user manuals.

5. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our Account Management team ensures that your experience with Nymo TEC Oysta is smooth and successful. We provide regular reviews and continuous engagement to ensure the service meets your needs.

6. BACKUP AND DISASTER RECOVERY

Nymo TEC Oysta's platform is designed with robust disaster recovery procedures. Backups are taken daily, stored in encrypted vaults, and retained for up to 12 months. In the event of a system failure, data can be recovered within 6 hours.

7. BUSINESS CONTINUITY STATEMENT/PLAN

Our Business Continuity Plan outlines how Nymo TEC Oysta ensures service availability during an emergency, including strategies for system recovery and data restoration.

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8. ISO27001:13 ACCREDITATION

Nymo TEC Oysta complies with ISO27001:13 standards for information security management, ensuring our platform follows best practices for data protection and cybersecurity.

9. DEVELOPMENT LIFE CYCLE

Our product is continuously improved with regular updates and new features. We follow a detailed development roadmap, releasing new functionality quarterly to all customers.

10. SERVICE CONSTRAINTS

Nymo TEC Oysta is a Software-as-a-Service (SaaS) solution and can be configured to meet all standard requirements. Customization beyond the standard configuration is not available.

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