Nymo School Portal

G-Cloud Service Definition

1. SERVICE OVERVIEW

The Nymo School Portal is a comprehensive platform designed to streamline communication between parents, students, and schools. It integrates essential academic data, schedules, and extracurricular activities into one easy-to-navigate interface. Our goal is to enhance the educational experience by providing real-time access to key information and promoting continuous engagement. The portal is optimized for use on smartphones, tablets, and desktops, ensuring accessibility across multiple devices.

Key features include:

- Real-time updates on academic progress and attendance
- Seamless integration with existing school systems (MIS)
- Secure messaging, notifications, and alerts for parents and staff
- Online booking and payment functionality for school activities and events
- Customizable forms for leave requests and other administrative needs

2. ONBOARDING

We understand the importance of smooth implementation. The FlightPath implementation approach is designed for remote-first deployment, ensuring a low-risk, seamless onboarding experience for schools, no matter their size or structure.

- Kick-off Session: Introduction to the platform and setting expectations.
- Step-by-Step Onboarding: We assist with initial setup, integrations, and configuration.
- Training: Delivered via video calls and e-learning modules, ensuring staff are ready to use the portal.
- Ongoing Support: Dedicated resources and support throughout the implementation phase and beyond.

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

3. ADDITIONAL SERVICE OPTIONS

We offer several additional features and services that enhance the value of the Nymo School Portal:

- **Ad hoc Consultancy:** We provide consultancy for customized training and feature development to meet specific school needs.
- **Student Access:** Allows students to manage their own academic progress and extracurricular activities.
- **Public Calendar**: Schools can create a public-facing calendar to share key dates, events, and activities with parents and students.
- **Task Packages:** Synchronize data points from the MIS to the portal more frequently than the default 24-hour cycle.
- **Form Building:** We offer the capability to create custom forms for administrative needs, such as absence requests or event registrations.

4. SERVICE & SUPPORT MANAGEMENT

At Nymo, we prioritize providing robust support to ensure users can maximize the benefits of our platform. We offer three primary support plans:

- **Essential Plan:** Online service with access to a knowledge base and customer portal. Available as part of the standard subscription.
- **Standard Plan**: Faster response times with access to phone and live chat support. Includes access to a program of Success Webinars to help users stay up to date with new features.
- **Premier Plan:** Direct access to a dedicated Customer Success Manager (CSM) who understands your unique needs and provides ongoing guidance to optimize usage of the portal.

Support channels include:

- 24/7 access to a helpdesk
- Escalation process for critical issues

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

5. BACKUP & DISASTER RECOVERY

Our Backup and Disaster Recovery processes ensure that your data is always protected and quickly recoverable:

- **Daily Backups:** All servers and databases are backed up every night at 10 PM, stored in geographically diverse data centers.
- **Retention:** Backups are retained based on their frequency—15-minute intervals for SQL data, daily for up to 28 days, weekly for 3 months, and monthly for 1 year (7 years for financial data).
- **Disaster Recovery:** In the event of a catastrophic failure, our Recovery Point Objective (RPO) is 12 hours, and our Recovery Time Objective (RTO) is 6 hours.
- **Redundancy:** All backups are encrypted and stored in a multi-tenant data vault, ensuring they are available even in the case of a data center outage.

6. BUSINESS CONTINUITY AND ISO ACCREDITATION

The Nymo School Portal is designed to ensure continuous service and operational stability:

- Business Continuity: A detailed plan is in place to ensure the portal remains available in the event of natural disasters, technical failures, or other disruptions.
- ISO 27001:13 Accreditation: We are fully accredited under ISO/IEC 27001:2013, the international standard for information security management systems. This certification demonstrates our commitment to the highest standards of data security and privacy management.

7. DEVELOPMENT LIFE CYCLE

The development process for the Nymo School Portal follows an Agile methodology to ensure continuous improvement and adaptability:

- Feature Roadmap: The roadmap is influenced by customer feedback and market trends. New features are prioritized based on input from schools and stakeholders.
- Frequent Updates: The portal receives regular updates to add new functionality, fix bugs, and enhance performance. All updates are included as part of the subscription.
- User Testing: We involve schools in beta testing new features, ensuring that the software meets their needs before full deployment.
- Comprehensive Documentation: Every new feature and update comes with detailed user guides and training materials.

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

8. TECHNICAL REQUIREMENTS

The Nymo School Portal is a SaaS (Software as a Service) solution, accessible via any modern web browser. To use the portal, users need:

- Devices: Desktops, tablets, or smartphones (iOS or Android) with a modern browser.
- Internet Connection: A stable internet connection with a minimum bandwidth of 10 Mbps.
- Browser Compatibility: Supported browsers include Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.

9. SERVICE CONSTRAINTS

- Availability: We aim for a 99.9% uptime per month, ensuring the service is available for the vast majority of time.
- Customization: As a SaaS product, Nymo School Portal is designed for standard setup. Customizations beyond the standard configuration may incur additional costs and require special arrangements.

10. OUTAGE AND MAINTENANCE MANAGEMENT

Scheduled maintenance occurs outside peak usage hours to minimize disruption, and users are notified in advance. Real-time service status and email alerts ensure transparency regarding outages and recovery times.

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