Nymo Cloud Hosting

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Cloud Hosting provides a fully managed cloud hosting platform designed for flexibility, security, and scalability. It enables users to run their applications, store data, and manage enterprise systems with high reliability. The platform supports dynamic workloads, ensuring seamless performance under variable demands while maintaining stringent security standards. Key features include automated backups, continuous monitoring, and scalable infrastructure to meet growing business needs. Nymo Cloud Hosting is ideal for organisations requiring reliable hosting for critical workloads, with high availability and performance guarantees. Our service supports multiple use cases, including web application hosting, storage solutions, and enterprise system hosting, offering a flexible, cost-effective alternative to traditional data centres.

ONBOARDING

Nymo Cloud Hosting's onboarding process is designed to ensure a smooth transition for all users, from initial setup to full deployment. The onboarding process includes:

- Project Management Office (PMO): A dedicated PMO manages the service transition and project delivery.
- Service Transition Framework: We follow a structured transition methodology combining best practices from ITIL and Prince2 Agile, ensuring clear milestones and risk management.
- Knowledge Transfer: A comprehensive knowledge transfer process is in place to ensure that all technical details, system configurations, and operational procedures are documented and understood by your team.
- Custom Setup: Tailored configuration and support are available to meet unique business needs, ensuring that your cloud environment aligns with your operational goals.
- Training: Users receive access to detailed documentation and training resources. Additionally, remote training sessions are available to ensure teams understand the management interface and best practices.

The entire onboarding process is designed to minimise disruptions, providing a seamless transition from legacy systems or initial setup to live operations. Regular progress meetings with project stakeholders ensure transparency and manage expectations.

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

3. SERVICE & SUPPORT MANAGEMENT DETAILS

Nymo Cloud Hosting is backed by a robust support system designed to provide users with prompt assistance and ongoing service management. Our service management framework includes:

- 24/7 Support: Our support team is available 24/7 to resolve any issues, including critical incidents, system queries, and troubleshooting.
- Multi-Level Support: We offer three support tiers – Basic, Enhanced, and Premium – to cater to different user needs. Basic support includes email and ticketing, while Enhanced and Premium plans offer faster response times, live chat, and dedicated support engineers.
- Service Level Agreements (SLAs): We guarantee a response time of 1 hour for critical incidents (Enhanced/ Premium support). Our SLAs also include uptime and availability commitments.
- Dedicated Cloud Engineer: Premium plans come with access to a dedicated cloud support engineer who provides proactive management and optimisation advice.
- Incident Management: All support requests are logged and tracked through our ticketing system. Users receive timely updates, and incident progress is communicated clearly throughout the resolution process.
- Continuous Service Monitoring: Automated tools monitor the health and performance of the system, ensuring that any issues are detected early and addressed swiftly.

Our support team works with clients to address service requests, performance issues, and any operational concerns, ensuring optimal service continuity and uptime.

4. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Nymo Cloud Hosting is committed to ensuring the success of your business through comprehensive account management and ongoing customer success initiatives:

- Customer Success Manager (CSM): A dedicated CSM is assigned to all premium accounts to provide tailored support, including regular reviews of your cloud infrastructure, performance, and resource usage.
- Regular Check-ins: Monthly and quarterly check-ins are conducted to review service performance, discuss potential improvements, and align the service to evolving business needs.
- Customised Recommendations: Based on system usage and performance, we provide proactive suggestions to optimise resource utilisation, enhance scalability, and reduce costs.
- Access to Knowledge Base and Resources: Customers have access to a wealth of documentation, including best practices, troubleshooting guides, and video tutorials, to ensure they can fully leverage the platform's capabilities.

This approach ensures that customers not only receive excellent technical support but also achieve maximum value from their cloud investment.

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

5. OUTAGE AND MAINTENANCE MANAGEMENT

We understand the critical importance of uptime, and Nymo Cloud Hosting includes comprehensive plans to manage outages and scheduled maintenance:

- Outage Reporting: In case of an outage, users are promptly notified via email alerts, our real-time service dashboard, and an API. All updates on outage progress are communicated until full resolution.
- Planned Maintenance: We schedule maintenance during off-peak hours to minimise disruption. Maintenance windows are communicated to clients well in advance, and users receive reminders 24 hours before the scheduled time.
- Incident Management: Our monitoring system automatically detects and notifies the support team of any potential service interruptions, enabling rapid response and issue resolution.
- Disaster Recovery: In the event of a major outage or failure, Nymo Cloud Hosting is designed with built-in disaster recovery capabilities, ensuring service restoration within predefined recovery time objectives (RTO).

By proactively managing outages and maintenance, we ensure minimal disruption to your operations.

6. BACKUP AND DISASTER RECOVERY

Nymo Cloud Hosting includes robust data protection and disaster recovery measures to ensure service continuity and data integrity:

- Automated Backups: Daily backups are performed at 10pm, with both incremental and full backups stored securely.
- Geographically Redundant Storage: Data is mirrored in multiple data centres to ensure redundancy and availability in case of failure at a single site.
- Encryption: All backups are encrypted at rest to protect sensitive information.
- Recovery Testing: Regular testing of disaster recovery processes is conducted, with full-scale disaster recovery exercises performed every 6 months.
- Recovery Point Objective (RPO): We aim for an RPO of 12 hours, ensuring minimal data loss in case of failure.
- Recovery Time Objective (RTO): We guarantee that services can be restored within 6 hours.

These measures ensure that even in the worst-case scenarios, your data remains protected and services are quickly restored.

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

7. BUSINESS CONTINUITY STATEMENT/PLAN

Nymo Cloud Hosting maintains a comprehensive business continuity plan to ensure that the service remains operational during disruptions. Our plan includes:

- Risk Assessment: We regularly assess and mitigate risks to service availability, including data loss, system failures, and security incidents.
- Emergency Response: A clear, structured response plan is in place for all major disruptions, ensuring quick recovery and minimal service impact.
- Resilience Testing: We routinely test our business continuity processes through simulation exercises to ensure readiness in the event of a real emergency.
- Continuous Improvement: Our business continuity plan is reviewed and updated regularly to reflect changes in infrastructure, threat landscapes, and industry standards.

This plan ensures that we can continue to provide a high level of service even during challenging situations.

8. ISO27001:13 ACCREDITATION

Nymo Cloud Hosting has achieved ISO27001:13 accreditation, ensuring that our service adheres to internationally recognised standards for information security management. This certification demonstrates our commitment to safeguarding data and maintaining a robust security posture. Compliance with ISO27001 helps our clients confidently trust that their data is managed with the highest standards of confidentiality, integrity, and availability.

9. SERVICE CONSTRAINTS

While we strive for maximum uptime, the service is subject to the following constraints:

- Planned Maintenance: Service availability may be temporarily impacted by scheduled maintenance, which is always communicated in advance.
- Customisation: Nymo Cloud Hosting is designed as a standardised offering with configurable options, but customisation is limited to service configurations that fit within the defined model.
- Geographical Limitations: Data residency and availability are subject to the chosen hosting region.

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