Nymo Education Suite

G-Cloud Service Definition

1. SERVICE OVERVIEW

NYMO Group Ltd is at the forefront of delivering secure, AI-powered cloud solutions for various industries, including healthcare, education, and enterprises. With a strong focus on innovation and customer satisfaction, we leverage cutting-edge technologies to enhance efficiency, improve outcomes, and support the growth of our clients' digital transformations.

Value Proposition

Nymo Education Suite offers a complete cloud-based platform tailored for educational institutions, providing powerful tools for managing learning environments, student data, and administrative processes. Our platform is designed with flexibility, security, and compliance in mind, ensuring that institutions can streamline their operations while meeting industry standards and regulations such as GDPR, ISO 27001, and more.

What the Service Provides

Nymo Education Suite delivers the following key services:

- Learning Management: Course creation, student tracking, and assessment management.
- Student Engagement: Communication tools for interaction between educators and students.
- Administrative Tools: Streamlined processes for managing academic records, scheduling, and reporting.
- Integration Support: Seamless integration with existing educational software and systems.
- Security & Compliance: Adherence to industry standards for data protection and secure management of student information.

2. DATA PROTECTION

Information Assurance

Nymo Education Suite is fully compliant with data protection regulations including GDPR, ISO 27001, and Cyber Essentials. We employ robust encryption protocols to ensure that student and institutional data are securely stored and transmitted.

Data Back-Up, Data Restoration, and Disaster Recovery

Our platform includes regular backups and disaster recovery solutions to ensure data integrity and continuity. Data restoration services are provided as part of our commitment to maintaining a secure environment for our clients.

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Privacy by Design

We integrate privacy and security measures into every part of the Nymo Education Suite, ensuring that personal data is handled with the utmost care. All projects undergo a Privacy Impact Assessment (PIA) to ensure compliance with GDPR and other regulatory requirements.

3. USING THE SERVICE

Ordering and Invoicing

Customers can place orders by contacting NYMO Group Ltd via phone, email, or through our website. After discussing requirements, a quote is generated and assigned to the relevant department. Our team will assist with call-off contract/order forms as needed.

Training

Nymo Group Ltd provides comprehensive training for in-house teams, ensuring they are equipped to manage and use the Nymo Education Suite effectively. This includes both technical and functional training, offered in various formats such as on-site sessions, online training, and knowledge transfer workshops.

Service Management

The Nymo Education Suite is supported by a robust service management framework. Our service levels include remote support, system monitoring, and regular maintenance to ensure optimal performance and uptime.

Service Levels

- Priority 1 Support: 1-hour response for critical production system outages.
- Priority 2 Support: 3-hour response for non-urgent production incidents.
- Priority 3 Support: 3-hour response for non-production support incidents.

We provide 9:00 AM to 5:00 PM (UK time) support, Monday to Friday, with a dedicated account manager assigned to each customer.

4. PROVISION OF THE SERVICE

Customer Responsibilities

- Provide business and technical requirements for integration and setup.
- Attend design workshops, meetings, and reviews to ensure alignment with the project scope.
- Support the escalation process for any service level breaches.

Technical Requirements and Client-Side Requirements

- The client must ensure that their infrastructure meets the required bandwidth and hardware specifications to fully utilize Nymo Education Suite.
- All escalations should be appropriately recorded and communicated.

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Termination Process

The client can terminate the contract with a 30-day written notice. Upon termination, we will provide the necessary documentation, including High-Level Design (HLD) and Low-Level Design (LLD) documents, to ensure a smooth transition to another service provider.

5. OUR EXPERIENCE

Nymo Group Ltd successfully implemented the Nymo Education Suite at the University, helping to streamline student registration, course management, and assessment tracking. This resulted in a 30% improvement in administrative efficiency and a 20% reduction in student query response times.

Case Study 2: National Education Department - Cloud Integration

We assisted the National Education Department in integrating Nymo Education Suite with their existing software systems. The solution improved data management and communication between departments, leading to better resource allocation and improved student engagement across the country.

6. SERVICE MANAGEMENT

We provide ongoing service management to ensure the system is performing optimally. This includes:

- Regular system monitoring and updates.
- Managed backup and recovery services.
- Helpdesk support for incident management and resolution.
- Quarterly reviews and system optimizations.

7. FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

In the event of a service failure, a financial recompense model is in place. This will be agreed upon with the customer based on the severity and duration of the incident, ensuring transparency and accountability.

8. CONCLUSION

Nymo Education Suite is designed to provide educational institutions with the tools needed to manage their operations efficiently and securely. With a strong focus on compliance, scalability, and user engagement, our solution offers everything you need to enhance the learning environment. We look forward to helping you achieve your educational goals with our comprehensive cloud solutions.

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