Nymo Care & Clinical

G-Cloud Specific Pricing

SERVICE OVERVIEW

Nymo Care & Clinical is a cloud-based, AI-powered care management platform designed to help healthcare providers manage patient data, create care plans, monitor progress, and ensure regulatory compliance. It enables healthcare staff to deliver safe, efficient, and personalized care to residents, with access to real-time updates, actionable insights, and secure data storage.

STARTING PRICE

The starting price for **Nymo Care & Clinical is £9.00** per bed per month for 10-25 registered beds.

G-CLOUD SPECIFIC PRICING

Registered Beds	10_25	25-100	100+	300+
Per Registered Bed	£9.00	£6.50	£5.25	£4.30

CUSTOMER SUCCESS

- Standard Success Plan: 15% of Annual Recurring Revenue (ARR)
- Premium Success Plan: 25% of ARR

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IMPLEMENTATION FEES

Implementation fees are based on the level of service required and the size and complexity of the customer's requirements. The fees below represent the one-time costs associated with implementation.

Implementation Level	Flightpath A	Flightpath B	Flightpath C
One-off Fee	£900	£2,000	£4,000

ADDITIONAL SERVICES (OPTIONAL):

- Nymo Health Workspace: £150 (Mandatory Fee)
- Testing Environment: £250

SUPPORT PLANS

We offer three levels of support, providing varying levels of service and response times:

1. **Essential Plan:**
    - Included with Subscription
    - Access to online support via the Customer Success Portal
    - Knowledge base and FAQs
2. **Standard Plan:**
    - Additional Cost: £1,500 per year
    - Faster response times
    - Access via telephone, live chat, and the Customer Success Portal
    - Continued access to e-learning content and Success Webinars
    - Includes 30-day performance review with a Customer Success Manager
3. **Premium Plan:**
    - Additional Cost: £3,000 per year
    - Direct access to a dedicated Customer Success Manager (CSM)
    - Priority support with 24/7 availability
    - Monthly service performance reviews
    - Strategic advice on optimizing the use of the software
    - Includes all features of the Standard Plan

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SUBSCRIPTION FEES

- Annual fee invoiced annually in advance
- Premium Support Service minimum spend: £8,000
- Excludes VAT

Subscription Model Example

For example, a 10 Bed Nymo Care & Clinical subscription with the Standard Success Plan:

- SaaS Fee: 10 x £9.00 x 12 months = £1,080
- Standard Success Plan (15% of ARR): £162
- Total for the year: £1,242

SERVICE & SUPPORT MANAGEMENT DETAILS

Our service and support team plays a crucial role in ensuring customers derive full value from their investment in Nymo Care & Clinical. We provide comprehensive support services, ensuring that all queries are answered promptly and effectively.

We recognize the importance of reliable support, especially as healthcare organizations depend on our software for critical operations. Our support staff is trained and equipped to handle all inquiries efficiently.

SUPPORT COMMITMENT

Our goal is to ensure that users experience continuous operational capability from our platform. Most support queries are resolved during the first point of contact, and we provide technical assistance, advice, and customer care to maximize return on investment.

CUSTOMER SUPPORT PLANS

Essential Plan: Online access via the Customer Success Portal
Standard Plan: Telephone, live chat, and portal access, with webinars and e-learning
Premium Plan: Includes a dedicated CSM, priority support, and monthly performance reviews

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