Nymo SocialCare

G-Cloud Specific Pricing

1. SERVICE OVERVIEW

NYMO Social Care is a cloud-based care management solution designed to optimize the management of care plans, streamline workflows, and ensure compliance with industry regulations. The platform provides tools for creating, managing, and tracking care plans in real-time, medication tracking, reporting, and incident logging, all within a secure environment. It's fully integrated with third-party services for seamless data access, and it's designed for scalability, making it suitable for small care teams to large organizations. NYMO Social Care also supports mobile access, ensuring that carers can efficiently document and manage client information, improving overall care delivery.

2. G-CLOUD SPECIFIC PRICING

NYMO Social Care is offered in four packages designed to cater to organizations of various sizes and needs. Below are the details of each package:

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Package	Price per user per month	Target Audience	Included Features	Package
Essentials	£2.50	Small teams and organizations	- Care plan management - Real-time updates - Basic reporting	**Essentials**
Professional	£3.00	Medium-sized teams and organizations	- All Essentials features - Advanced reporting - Notifications - Compliance management	**Professional**
Enterprise	£4.50	Large teams, agencies, or care service providers	- All Professional features - Mobile access - Audit trails - Multi-user roles	**Enterprise**
Elite	£5.50	Enterprises with advanced care planning needs	- All Enterprise features - 24/7 support - Custom integrations - Advanced analytics	**Elite**

ADDITIONAL COSTS:

P**remium Support:**
£1.00 per user per month
Includes 24/7 support, a dedicated technical account manager, and priority resolution for critical issues.

Custom Integrations:
Pricing available upon request. This depends on the scope and complexity of the integrations required (e.g., integrating with third-party healthcare systems, custom reporting tools).

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DATA MIGRATION:

Custom pricing based on the volume and complexity of data migration. We will assist with the seamless transfer of data from existing systems into NYMO Social Care, ensuring there is no data loss or disruption during the process.

SERVICE BENEFITS

Scalable and Flexible Pricing

- Flexible user pricing: Pricing is based on the number of users, so you only pay for what you need.
- Volume Discounts: Larger organizations or multi-site deployments can benefit from lower per-user pricing.

Customizable Service Plans

- Choose the right tier for your organization’s needs, with the ability to scale up or down depending on your user base.
- Premium support options are available, allowing for personalized support tailored to your organization's size and complexity.

Compliance and Security

- GDPR compliant and fully aligned with regulatory standards, ensuring that your data is secure, protected, and handled appropriately.
- Built-in audit trails and security features give administrators full visibility into data access, changes, and system usage.

Ease of Use and Integration

- Cloud-based for access anytime, anywhere, via PC, tablet, or mobile.
- Fully integrated with third-party services for seamless data access and automated workflows.
- The system is easy to configure, and we offer custom workflows and templates to suit your specific needs.

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EXAMPLE BREAKDOWN

For a medium-sized team of 50 users, the monthly costs would be:

- **Essentials Tier: 50 users * £2.50 = £125 per month**
- **Professional Tier: 50 users * £3.00 = £150 per month**
- **Enterprise Tier: 50 users * £4.50 = £225 per month**
- **Elite Tier: 50 users * £5.50 = £275 per month**

The Professional Tier would likely be most suitable for teams requiring more advanced features such as notifications, compliance management, and custom integrations. The Enterprise and Elite Tiers provide added flexibility with 24/7 support and integration capabilities for organizations with more complex needs.

SUPPORT OPTIONS

We provide three levels of support depending on the package chosen:

- Basic Support: Email and ticket-based support during business hours (9 AM - 5 PM).
- Priority Support: Faster response times with access to phone support and live chat.
- Premium Support: 24/7 support with priority escalation, proactive monitoring, and a dedicated account manager for continuous service optimization.

SERVICE AVAILABILITY AND MAINTENANCE

- 99.9% Uptime Guarantee for the Enterprise and Elite packages, ensuring your service remains available with minimal downtime.
- Scheduled Maintenance: All planned maintenance will be communicated 48 hours in advance, and performed during low-traffic hours to minimize impact.
- Unplanned Outages: In the event of an unplanned outage, we will notify you immediately via email and provide updates via our real-time status dashboard.

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