# Nymo Social Care

G-Cloud Service Definition

## SERVICE OVERVIEW

### What We Do

Nymo Social Care is a fully integrated, cloud-based care management solution designed to streamline workflows for social care providers. It helps manage care plans, patient records, medication, and reporting, all within one secure platform. The service provides tools for carers to document visits, log incidents, and track medications in real-time via mobile or web applications.

### Who We Are

At Nymo Group Ltd, we are committed to offering secure, flexible, and innovative solutions that enhance the efficiency of social care services. We focus on simplifying care management, ensuring regulatory compliance, and empowering carers to deliver personalized care. With a focus on scalability and continuous improvement, Nymo Social Care helps organizations streamline processes and improve service outcomes.

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

# Getting Started with Nymo Social Care

## ONBOARDING

We provide a seamless onboarding process that ensures quick adoption of the system:

- Account Setup: Guided process to set up user roles, care settings, and data inputs.
- Training: Online training sessions and step-by-step guides for users and administrators.
- Support: Access to dedicated support to assist with system setup and configuration.

Additional Service Options

- Custom Configurations based on specific service requirements.
- Advanced Reporting: Tailored reporting for service insights, compliance tracking, and care outcomes.
- Third-Party Integrations: Integration with other healthcare or social care systems.
- Premium Support: 24/7 support and a dedicated account manager.

## SERVICE & SUPPORT MANAGEMENT DETAIL

**Support Commitment**

- Basic Support: Email and ticket-based support during business hours.
- Priority Support: Faster response times with phone and live chat support.
- Premium Support: 24/7 support, proactive monitoring, and a dedicated customer success manager.

**Account Management & Customer Success**

We assign dedicated account managers for large clients to ensure ongoing support and alignment with business needs. Our Customer Success Team is committed to helping you optimize the platform's use and ensure it meets your evolving requirements.

**Incident Management & Outage Reporting**

We maintain a real-time status dashboard and notify customers immediately of any service disruptions via email. Critical incidents are handled by our dedicated technical team, with timely updates during the resolution process.

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

## BACKUP AND DISASTER RECOVERY PLANS

Nymo SocialCare ensures that all customer data is regularly backed up and protected. We guarantee data recovery within 4 hours in the event of a disaster. Disaster recovery testing is conducted twice a year to ensure the effectiveness of our plans.

## TECHNICAL REQUIREMENTS

- **Web Browsers:** Compatible with major browsers including Chrome, Firefox, Safari, and Edge.
- **Mobile Devices:** Supports iOS and Android for mobile access to care data.
- **System Requirements:** Requires an internet connection and a modern device with a browser

## SERVICE CONSTRAINTS

- **Availability:** We guarantee 99.5% uptime for the service, with scheduled maintenance communicated in advance.
- **Customization:** Nymo SocialCare is a configurable platform, but custom development may incur additional costs. On-the-fly customizations outside of the standard configuration are not supported.

## DEVELOPMENT LIFE CYCLE

- **Continuous Improvement**

Nymo Social Care is continually updated with new features and enhancements based on customer feedback. We use an agile development methodology to prioritize features and deliver regular updates, ensuring that the service remains at the forefront of social care technology.

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

## COMPLIANCE AND SECURITY

- **Data Protection:** Fully compliant with GDPR and other relevant data protection regulations.
- **ISO 27001:** We are working towards ISO 27001 certification to further strengthen our security and data protection practices.
- **Secure Data Storage:** Data is securely encrypted both in transit and at rest.




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