Nymo EPOS

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo EPOS is a scalable, cloud-based point-of-sale solution tailored for retail, hospitality, and other industries requiring efficient transaction processing. With Nymo EPOS, businesses can manage sales, inventory, customer data, and more from a single platform.

Key features include:

- Global Accessibility: Accessible from any device with internet access. Users can easily log in through secure authentication.
- Inventory Management: Track stock levels, set reorder alerts, and generate detailed inventory reports.
- Customer Management: Manage customer profiles, transaction history, loyalty programs, and more.
- Integration with Third-party Systems: APIs available for seamless integration with existing CRM, accounting software, and payment gateways.
- Real-time Reporting: Provides businesses with live insights into sales performance, stock levels, and customer behavior.

2. ONBOARDING

To ensure users gain full value from Nymo EPOS, we provide a structured onboarding process, which includes:

- Initial Setup and Configuration: Our team will assist in configuring the system to fit your business needs.
- Training: Remote-first training sessions will be provided, including self-paced e-learning modules.
- Support: 24/7 support and a dedicated customer success team will guide you through the setup and use of the platform.

3. ADDITIONAL SERVICE OPTIONS

We offer a range of additional services, including:

- Onsite Installation & Training: On-demand, customized training and support delivered at your location.
- Integration Services: Tailored integrations with third-party systems, such as CRM platforms or accounting software.
- Custom Reporting: Development of bespoke reports to meet specific business requirements.

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3. SERVICE & SUPPORT MANAGEMENT

We are committed to providing high-quality, reliable support throughout your journey with Nymo EPOS. Support options include:

- Standard Support: Access to our online support portal, including documentation, FAQs, and troubleshooting guides.
- Enhanced Support: Priority response times, with access to phone and live chat support.
- Premier Support: Dedicated Account Manager for personalized support, providing ongoing optimization recommendations.

5. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our Customer Success Team works proactively with your business to ensure you are maximizing the value of Nymo EPOS. This team is available to:

- Offer training and guidance.
- Advise on system updates and best practices.
- Provide regular business reviews to track usage and success.

6. BACKUP AND DISASTER RECOVERY

We take data security and reliability seriously. Our backup and disaster recovery strategy includes:

- Daily Backups: All data is backed up daily, with monthly backups stored off-site for enhanced security.
- Redundant Systems: Our cloud architecture features redundant systems to minimize downtime during unexpected events.
- Disaster Recovery Testing: We perform bi-annual tests of our disaster recovery processes to ensure data can be restored within 6 hours in the event of a failure.

7. BUSINESS CONTINUITY STATEMENT/PLAN

We have a detailed Business Continuity Plan (BCP) to ensure that services are not disrupted during critical events. Our BCP includes:

- System Monitoring: Continuous monitoring to detect issues before they impact service availability.
- Alternative Data Centres: In case of a data centre failure, we will switch operations to a geographically distant backup data centre.

8. ISO 27001:2013 ACCREDITATION

Nymo EPOS adheres to ISO 27001:2013 standards, ensuring the highest level of information security management. We are independently certified to demonstrate our commitment to securing user data and complying with global security best practices.

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9. DEVELOPMENT LIFE CYCLE

Our development life cycle ensures that updates and new features are introduced regularly. Each feature goes through:

- User Story Development: Defined based on customer feedback.
- Regular Updates: Features and enhancements are rolled out quarterly to all users.

10. TECHNICAL REQUIREMENTS

Nymo EPOS runs on any computer with an internet connection and a modern web browser (Chrome, Firefox, Safari, or Edge). The local PoS and Kitchen Video software require Windows 10 (IOT).

11. SERVICE CONSTRAINTS

- Scheduled Maintenance: Occasional system maintenance will be scheduled to improve service.
- Customization: While the system is highly configurable, customizations beyond the standard setup require additional services at an extra cost.

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