Nymo HR Core

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo HR Core is an AI-powered, cloud-based HR software solution designed to automate and streamline HR processes such as recruitment, onboarding, performance management, payroll, and compliance. Built to support organizations of all sizes, Nymo HR Core ensures GDPR, ISO 27001, Cyber Essentials, and DCB0129 compliance.

Key features include:

- AI-Powered Recruitment and Onboarding: Automates candidate screening and onboarding to improve efficiency and reduce manual tasks.
- Employee Self-Service Portal: Allows employees to manage their information, track performance, and access documents from any device.
- Automated HR Workflows: Customizable workflows for performance reviews, absence tracking, and employee data management.
- HR Reporting and Analytics: Provides actionable insights into employee performance, turnover, and more.
- Integrated Payroll and Compliance: Seamless integration with payroll systems and support for compliance with key HR regulations.
- Scalable and Configurable: Fully scalable to meet the needs of growing organizations, with customizable features to match unique HR processes.
- Security and Data Privacy: Data is encrypted and stored securely, ensuring full compliance with industry standards.

Nymo HR Core enhances HR efficiency, reduces administrative tasks, and supports better decision-making while maintaining security and compliance.

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ONBOARDING

The success of Nymo HR Core begins with effective onboarding. Our implementation approach ensures a smooth transition from setup to active usage. With our FlightPath onboarding journey, you will receive step-by-step support to achieve optimal value from your investment.

FlightPath includes:

- Getting Started: Familiarizing with the process and product.
- Preparation: Configuring systems for deployment.
- Learning: Training your team on the system.
- Validation: Ensuring the system meets expectations.
- Launch: Going live with full functionality.
- Review: Post-launch check-in to assess progress.

ADDITIONAL SERVICE OPTIONS

In addition to the core features provided by Nymo HR Core, we offer several optional services:

- Custom Reports: Tailored reporting for specific HR metrics.
- Advanced Training: In-depth sessions for system administrators.
- Integration Services: Connecting with third-party applications like payroll and finance systems.
- HR Consulting: Strategic advice to optimize HR practices using Nymo HR Core.

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SERVICE & SUPPORT MANAGEMENT DETAILS

We are committed to ensuring the continuous operation and success of your Nymo HR Core system.
Our support plans are designed to provide assistance at every stage:

- Essential Plan: Basic online support and access to our knowledge base.
- Standard Plan: Faster response times, live chat, and access to success webinars.
- Premier Plan: Dedicated customer success manager and priority support.

Customer Success Portal: Access all support resources, submit queries, and track progress with our dedicated portal.

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

At Nymo Group Ltd, we ensure that your HR software is continuously optimized. Our Customer Success team works with you to maximize the value of Nymo HR Core, providing regular updates on new features and best practices to keep your HR operations running smoothly.
Our Account Management team specializes in vertical sectors, offering personalized consultations to ensure your organization is utilizing the software to its full potential.

OUTAGE AND MAINTENANCE MANAGEMENT

We understand the importance of uptime. We provide regular maintenance windows, which are kept to a minimum to ensure continuous availability of Nymo HR Core. Customers are informed in advance of any planned maintenance or service outages. A live dashboard is available to monitor system performance and uptime statistics.

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BACKUP AND DISASTER RECOVERY

Nymo HR Core is designed to handle data backup and recovery efficiently:

- Daily backups are stored on secure servers.
- Full database backups and transaction logs are taken at regular intervals.
- Backup data is stored in multiple secure locations to ensure redundancy and availability in the event of a disaster.

BUSINESS CONTINUITY STATEMENT/PLAN

We have a comprehensive Business Continuity Plan in place to ensure that Nymo HR Core remains available even in the event of a disaster. In case of an outage, we aim to restore service within a set period, with RPO (Recovery Point Objective) and RTO (Recovery Time Objective) defined to minimize data loss and service downtime.

ISO27001:13 ACCREDITATION

Nymo Group Ltd holds full ISO27001:13 accreditation, demonstrating our commitment to information security management. This certification ensures that we adhere to best practices in managing data security, aligning with industry standards to protect sensitive HR data.

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DEVELOPMENT LIFE CYCLE

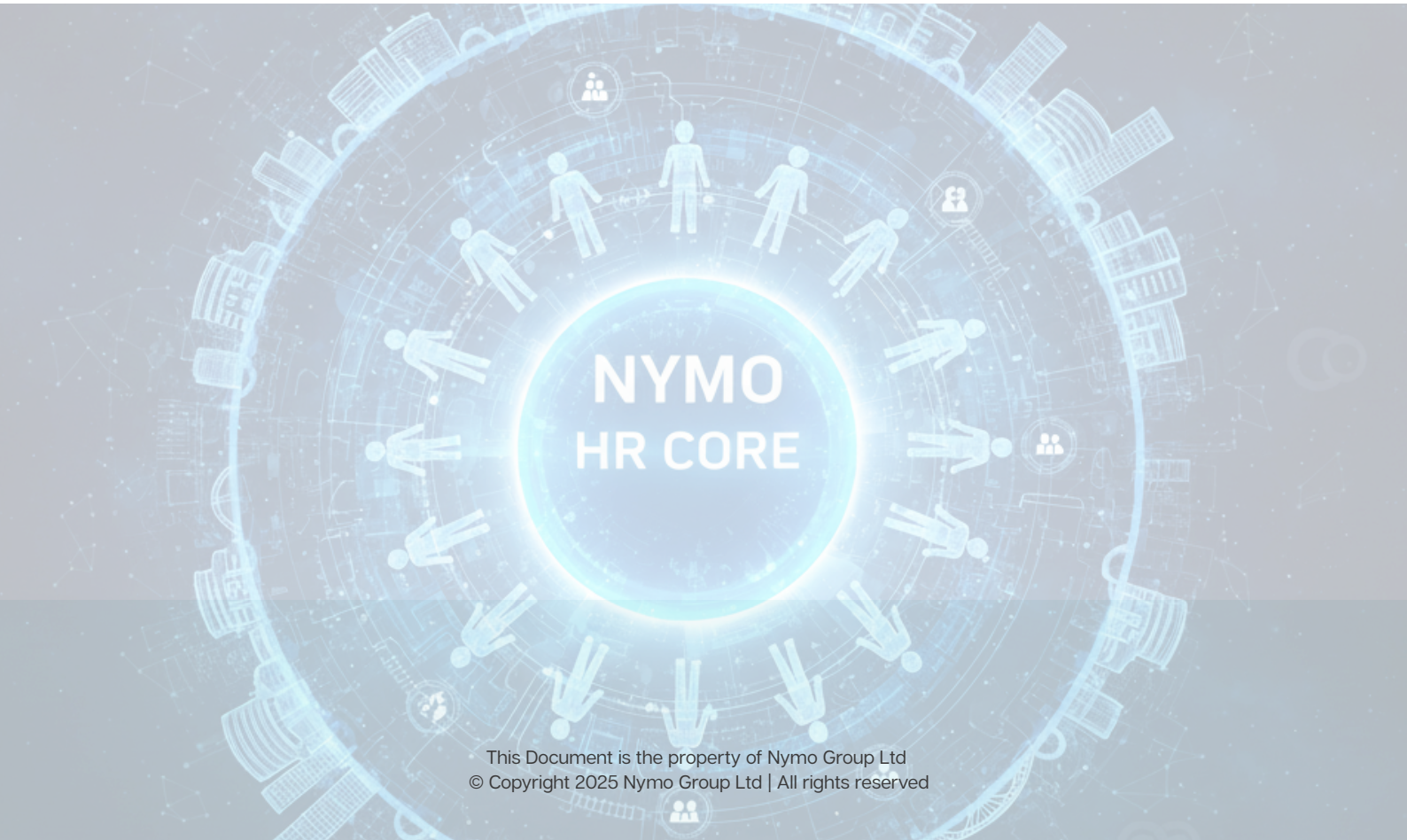
At Nymo Group Ltd, we continuously improve Nymo HR Core based on feedback from our users and our own roadmap. We follow an agile development process, with monthly updates to introduce new features and enhancements. We focus on delivering value through regular releases that keep your HR software up-to-date and relevant.

TECHNICAL REQUIREMENTS

Nymo HR Core is a cloud-based solution that is compatible with standard web browsers (e.g., Chrome, Edge, Safari) on desktops and mobile devices. We offer a dedicated mobile app to access HR features on smartphones, compatible with both Apple and Android devices.

SERVICE CONSTRAINTS

- Availability: We strive to maintain a 99.7% uptime each month.
- Customization: As a true SaaS solution, Nymo HR Core does not offer custom development but can be configured to meet standard requirements.



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