Nymo Charity CRM

G-Cloud Specific Pricing

SERVICE OVERVIEW

Nymo Charity CRM is a cloud-based, web solution designed to support the management needs of non-profit organizations, including fundraising, membership, events, and grants administration. Built with modern technologies and a robust database infrastructure, Nymo Charity CRM provides powerful tools for driving the development and operational success of your charity.

G-CLOUD SPECIFIC PRICING

The following represents G-Cloud-specific pricing for the core CRM module of Nymo Charity CRM. Pricing is based on the number of named users.

Number of Users	1 – 5	6 – 10	11 – 20	21 – 50	51+
User Licence (Per named	£1,250	£1,125	£1,050	£1,000	£950

NOTES ON PRICING / ADDITIONAL SERVICES:

Hosting: Pricing assumes hosting on our Shared Customer platform; additional hosting levels are available on request (POA).
Modules: The core CRM module includes functionality for CRM, Bulk Email Integration (MailChimp or DotDigital), Finance, Fundraising, Data Tools, and unlimited users for Access Workspace. Additional modules are available at an extra cost.
Set-up Fees: Set-up fees are separate and depend on the number of licenses, modules chosen, and the complexity of data migration and integration.
Billing: The annual fee is invoiced annually in advance.
VAT: Prices quoted exclude VAT.

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

EXAMPLE CALCULATION:

For an organization with 25 users and the Standard Customer Success Plan (CSP), the first-year cost is calculated as follows:

User Licenses:

- 25 x Yearly User Licenses @ £1,000 = £25,000

Standard CSP (15% of Yearly Cost):

- 15% of £25,000 = £3,750

Implementation Services: POA

Total First-Year Cost: £28,750 (excluding VAT)

CUSTOMER SUCCESS PLANS (CSP)

Our Customer Success Plans are designed to provide ongoing support and maximize the value you get from the system. We offer the following plans:

Customer Success Plan (CSP)	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25% (min. £10,000/year)

IMPLEMENTATION METHODOLOGY

To ensure smooth implementation, Nymo Charity CRM follows a structured methodology. We use a remote-first implementation approach, ensuring all deployment steps are carried out effectively, even when teams are geographically dispersed.

FlightPath Implementation Approach: A well-defined process with key milestones that track and ensure timely implementation.

Support at Every Step: Throughout the process, you will have access to video calls with experts, product e-learning resources, and remote support to guide you through each phase.

Roles and Responsibilities: Clear division of tasks between Nymo Group Ltd and the client, ensuring both parties understand expectations for successful software deployment.

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

SERVICE & SUPPORT MANAGEMENT

We provide high-level support services to ensure that your organization gets the most out of Nymo Charity CRM. With over 5000 employees in support and customer success roles, we aim to resolve most issues at first contact.

Support Commitment: We prioritize the operational capability of your business and aim to provide quick resolutions to all support queries.

Technical Assistance: Our team offers assistance, advice, and customer care to ensure your systems are always running smoothly.

SUPPORT PLANS

We offer 3 main support plans to suit your needs:

Essential Plan:

- Included with your license fee. Provides access to online support through our Customer Success portal. Basic support for troubleshooting and usage queries.

Standard Plan:

- Provides faster response times and access to our support teams via telephone, live chat, and the Customer Success portal. Includes access to e-learning content and Success webinars to keep you up to date with new features and best practices.

Premium Plan:

- Provides direct access to an assigned Customer Success Manager (CSM). The CSM helps you optimize the use of the software to improve productivity and achieve higher returns on investment. Ongoing support and regular check-ins to ensure the system is fully utilized.

ADDITIONAL SERVICES AND PRICING

Advanced Modules: Add-on modules are available for additional costs. Customization and integration services can also be quoted based on project complexity and scope.

I**mplementation Services:** Charged separately, depending on the number of users, licenses, and data migration requirements.

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