Nymo Charity CRM

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Charity CRM is an advanced cloud-based solution designed for the non-profit sector, offering a complete suite of features for managing fundraising, membership, event planning, grants administration, and more. With an intuitive interface, Nymo Charity CRM provides a 360-degree view of your contacts and allows for personalized communication. It integrates powerful marketing tools to engage your audience and streamline your operational processes.

Ease of Use

Nymo Charity CRM is designed to be user-friendly, enabling users to search, report, and interact with the system without requiring technical expertise. Our Fundraising Hub provides an even simpler interface, offering easy access to your CRM data and key performance metrics, making it ideal for occasional users across the organization.

Ease of Searching and Reporting

The system includes flexible search options, allowing users to search across all fields with ease. Users can create and save complex queries without requiring technical assistance. This empowers your team to easily manage and analyze donor data, fundraising progress, and other key information in real time.

ONBOARDING

We ensure that your implementation journey is seamless and efficient with our FlightPath implementation approach. Designed to be remote-first, our implementation services offer a low-risk path for getting your organization set up. We use video conferencing for hands-on support and provide e-learning resources for user training. The FlightPath approach includes clearly defined milestones to track progress, ensuring that you're always on track to meet your goals.

ADDITIONAL SERVICE OPTIONS

In addition to our core offerings, we provide several value-added services through our consulting team. These options include advanced customization, data migration assistance, and training workshops. For further details, please refer to our service catalogue.

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SERVICE & SUPPORT MANAGEMENT DETAILS

At Nymo Group Ltd, we prioritize continuous support to ensure your CRM functions optimally. Our support includes first-line resolution, as well as detailed assistance through our Customer Success Team, available via the support portal, phone, or live chat.

Support Commitment

We recognize the importance of seamless operation for our customers. Our dedicated support team provides efficient, real-time assistance, and we strive to resolve most tickets on first-line contact. We also provide proactive guidance to maximize your return on investment.

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our Customer Success Managers are trained experts in your industry, ensuring you get the most from Nymo Charity CRM. They provide regular updates, help optimize your system usage, and offer tailored advice. With this ongoing relationship, we ensure that you fully benefit from the CRM system's features.

OUTAGE AND MAINTENANCE MANAGEMENT

We maintain high availability of the Nymo Charity CRM platform with minimal scheduled downtime for maintenance. Users are informed in advance of any planned outages, and we use email alerts to notify you of updates.

BACKUP AND DISASTER RECOVERY

Our system is built with a robust disaster recovery plan, ensuring that your data is backed up securely and can be restored quickly. Backups are stored across multiple sites for resilience, with a maximum Recovery Point Objective (RPO) of 12 hours and a Recovery Time Objective (RTO) of 6 hours.

BUSINESS CONTINUITY STATEMENT/PLAN

Nymo Group Ltd has a comprehensive business continuity plan to ensure service continuity in case of unexpected incidents. Our plan is available upon request for review.

DEVELOPMENT LIFE CYCLE

Nymo Charity CRM is continuously enhanced based on customer feedback and our internal roadmap. We release updates regularly, typically quarterly, to introduce new features and improvements, ensuring the system evolves to meet the changing needs of the non-profit sector.

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TECHNICAL REQUIREMENTS

Nymo Charity CRM can be accessed on any computer or mobile device (7” or larger) with internet connectivity and a compatible web browser.

Item	Description
Windows Desktop	Chrome (preferred), Firefox, Microsoft Edge
Mac	Safari
iOS	Safari
Android	Android Browser

Microsoft Office: Full compatibility with Microsoft Office versions 2013/2016 is required for optimal integration. Microsoft Exchange Online and Office 365 (professional plan) are supported.

SERVICE CONSTRAINTS

Nymo Charity CRM offers high availability, with an uptime target of 99.7% per calendar month. As a true SaaS solution, the product cannot be customized beyond the available configuration options. However, it can be tailored to meet standard setup requirements.

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