Nymo Asset Management

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Asset Management is a comprehensive, cloud-based asset tracking and lifecycle management solution designed to optimize asset visibility, performance, and compliance across organizations. It enables businesses to track and manage assets efficiently, automate reporting, and ensure assets are used to their fullest potential. With real-time updates and seamless integrations with existing enterprise systems, Nymo enhances operational efficiency and decision-making.

Key Features:

- Real-time Asset Tracking: Monitor asset status, location, and usage in real time, ensuring accuracy and visibility.
- Lifecycle Management: Track assets from procurement to disposal, ensuring optimal maintenance and replacement schedules.
- Mobile App Support: Accessible from any device, allowing users to manage assets on-the-go, scan barcodes/RFID, and receive real-time notifications.
- Multi-location Support: Track assets across multiple locations or departments, with customizable views for each site.
- Integration with ERP and CRM Systems: Seamlessly integrate with existing enterprise systems to centralize data and improve workflow efficiency.

Nymo Asset Management is built to cater to a variety of industries, providing scalable solutions that grow with your business.

2. ONBOARDING

Getting started with Nymo Asset Management is a streamlined and supportive process, designed to ensure that users can maximize the system's potential from day one.

Onboarding Process:

- Step 1: Onboarding Call
- New users are guided through the onboarding process with an introductory call led by a Customer Success Manager. During this call, the manager will outline the project scope, system setup steps, and goals for integration.
- Step 2: Configuration
- The onboarding team assists with setting up asset categories, configuring user roles, and assigning permissions based on your organizational structure. This ensures the system is tailored to your specific needs.

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- Step 3: Trial Period
- Users can explore the system with a 14-day free trial period, during which they can test core features like asset tracking, reporting, and mobile app usage. Assistance is available throughout this period.
- Step 4: Full Integration
- After the trial, the system is fully integrated into your operations. Training resources and documentation are provided to ensure your team is comfortable using the platform.
- Timeline:
- Week 1: Onboarding call and initial setup.
- Week 2: System configuration and trial period.
- Week 3: Integration and final deployment.

3. SERVICE & SUPPORT MANAGEMENT DETAIL.

Our support system is designed to offer continuous assistance and ensure the effective operation of Nymo Asset Management for every user.
Support Levels:

- Standard Support:
- Available during business hours (9 AM – 5 PM) via email and ticketing system. Response times are within 24 hours.
- Priority Support:
- Available for urgent queries, offering 4-hour response times and access to phone support, live chat, and faster escalation.
- Premium Support:
- Includes a dedicated Technical Account Manager who works closely with your team to optimize your asset management processes. You also receive priority handling of all support requests and a tailored support plan.

Customer Success:
For customers on Premium or Priority plans, a Customer Success Manager (CSM) is assigned to regularly review usage, provide guidance on best practices, and suggest improvements based on your feedback.

Additional Resources:

- Help Centre: Comprehensive knowledge base with FAQs, setup guides, and troubleshooting articles.
- E-learning: On-demand training videos and webinars to ensure users can get the most out of the system.

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4. OUTAGE AND MAINTENANCE MANAGEMENT

We understand the critical nature of continuous asset management and ensure minimal disruption during outages and maintenance.

Outage Reporting:

- Live Dashboard: Users can access a live status dashboard showing system uptime and real-time updates on any service outages.
- Email Alerts: Customers can subscribe to email notifications for scheduled maintenance or unexpected outages.

Maintenance Management:

- Regular maintenance is scheduled outside of business hours to minimize disruptions. We notify users of any upcoming maintenance at least 48 hours in advance.
- Our system has been designed for minimal downtime, with proactive monitoring to ensure high availability.

Uptime Guarantee:

- 99.9% uptime SLA, ensuring consistent service delivery.

5. BACKUP AND DISASTER RECOVERY

Nymo Asset Management is designed with resilience in mind. Our backup and disaster recovery (DR) system ensures that your data is protected and quickly recoverable in case of an emergency.

Backup Protocols:

- Daily Backups: Full backups of the system are taken every night at 10 PM and stored in geographically dispersed data centers for added security.
- Backup Retention:
    - 15-minute SQL backups: Retained for 28 days.
    - Daily backups: Stored for 28 days.
    - Weekly backups: Retained for up to 3 months.
    - Monthly backups: Stored for 1 year (non-financial data) and 7 years (financial data).

Disaster Recovery:

- Recovery Time Objective (RTO): 6 hours
- Recovery Point Objective (RPO): 12 hours

Our full disaster recovery (DR) tests are conducted bi-annually to ensure the integrity of our backup systems and restore processes.

6. BUSINESS CONTINUITY STATEMENT/PLAN

Nymo Asset Management has a comprehensive business continuity plan in place. The plan is designed to ensure operational continuity during any major disruption or unexpected event. A full copy of the plan is available upon request by emailing support@nymogroup.co.uk.

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7. ISO27001:13 ACCREDITATION

Nymo Group Ltd is fully accredited under the ISO 27001:13 standard for information security management. This globally recognized certification ensures that we meet best practices for securing sensitive data and that our processes are continually assessed and improved.

8. DEVELOPMENT LIFE CYCLE

We follow an agile development life cycle, with continuous improvements based on customer feedback and evolving market needs. Our development roadmap includes regular quarterly releases with new features, bug fixes, and performance improvements. Features are thoroughly tested before release to ensure high quality and reliability.

9. SERVICE CONSTRAINTS

While Nymo Asset Management provides a comprehensive suite of features, there are a few service constraints:

- Customization: As a SaaS solution, full customization of the core functionality is not available. However, the system can be configured to meet your specific needs.
- Third-Party Integrations: Integrations with external systems (e.g., custom ERPs) may require additional configuration or support from third-party vendors.

Maintenance windows are minimal, and we aim to keep 99.9% of service uptime.

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