



Nymo Legal Case Management

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Legal Case Management is a browser-based, integrated solution designed to streamline legal processes and enhance the efficiency of legal departments. This service offers comprehensive functionality for case management, document handling, time tracking, client collaboration, and performance reporting, all within a secure, cloud-based platform.

- **Case Management:** Automate case workflows and improve efficiency with tailored tasks for legal professionals.
- **Management Reporting:** Track department performance with intuitive, real-time reporting tools.
- **Time Recording:** Log billable hours and track productivity with automated, user-friendly time recording features.
- **e-Bundling:** Create court-compliant bundles in seconds, indexed and bookmarked for easy access.
- **Mobile App:** Access critical information, record time, and manage tasks from mobile devices, including phones and tablets.
- **Client Portal:** Securely collaborate with clients, share documents, and complete forms online with MyLegalSpace.
- **Integrations:** Seamlessly integrate with other legal and enterprise systems to enhance your case management processes.

Data Security

Nymo is ISO27001 accredited and adheres to GDPR and Cyber Essentials standards. Our platform offers robust security features, including multi-factor authentication, firewalls, intrusion detection, and antivirus at the data center level, ensuring your data is protected at all times.

Technical Requirements

No special hardware is required—Nymo Legal Case Management is fully browser-based. Users need an internet-enabled device and browser credentials. Administrators require Citrix licenses for configuration, managed by Nymo.

ONBOARDING

We aim to provide a seamless experience during the onboarding process with flexible implementation options designed to meet the scale and needs of your organization.

FlightPath Implementation

Our FlightPath implementation methodology offers a remote-first, low-risk approach for deployment. With video consultations, hands-on assistance, and access to e-learning resources, we guide you through the entire setup process, ensuring that all users are well-trained and the system is configured for your specific needs.

- Remote First: Consultations and training are delivered via video for greater flexibility.
- Certified Consultants: All consultants are trained and certified in both Nymo products and remote-first deployment methodologies.
- Milestone Tracking: Implementation is broken into key milestones to ensure timely and successful adoption.

ADDITIONAL SERVICE OPTIONS

We offer a range of additional services to maximize the value of your Nymo Legal Case Management solution:

- Financial Management Integration: Integrates with Nymo Financial Solutions for comprehensive practice management and compliance with legal financial standards.
- Legal Practice Workflows: Modules for specific areas of law (e.g., Family, Crime, Probate) to optimize case management across different legal practices.
- Bespoke Training: Custom training packages tailored to specific workflows or legal areas, ensuring staff efficiency.
- General Consultancy & Configuration: Additional consultancy for unique requirements or specialized configurations not covered by standard packages.

SERVICE & SUPPORT MANAGEMENT DETAILS

At Nymo, we are committed to supporting you at every stage of your journey. We offer three main support plans designed to meet the varying needs of our clients.

Essential Plan

Available to all customers as part of the license fee, this plan provides easy online access to support through our Customer Success portal.

Standard Plan

For faster response times, the Standard Plan includes phone, live chat, and portal support. It also offers continued access to e-learning content and webinars for ongoing learning and best practice adoption.

Premier Plan

The Premier Plan provides direct access to a dedicated Customer Success Manager (CSM), ensuring ongoing optimization of your solution. Your CSM will help you achieve the highest return on investment by understanding your needs and recommending improvements.

Knowledge Base

Access our extensive Knowledge Base for 24/7 access to articles, videos, and troubleshooting resources.

BACKUP AND DISASTER RECOVERY

Nymo Legal Case Management is designed to ensure business continuity in case of an outage or disaster.

- **Data Backup:** Backups are stored in secure, geographically diverse data centers with encryption at rest.
- **Daily Backups:** Daily backups are automatically performed at 10 PM, ensuring data availability.
- **Disaster Recovery Testing:** We conduct bi-annual disaster recovery tests to ensure the service can be restored swiftly in the event of an outage.
- **Recovery Objectives:** Our RPO (Recovery Point Objective) is 12 hours, and RTO (Recovery Time Objective) is 6 hours for critical incidents.

BUSINESS CONTINUITY

Nymo has an established business continuity plan to ensure that operations remain uninterrupted in the event of a disaster. Our full business continuity plan is available upon request.

ISO27001:13 ACCREDITATION

Nymo is ISO27001:13 accredited, demonstrating our commitment to information security best practices. This accreditation ensures that our Information Security Management System (ISMS) aligns with international standards for securing data, addressing both people and processes, as well as technology.

DEVELOPMENT LIFE CYCLE

We follow an agile development process with regular updates and user-driven improvements.

- Quarterly Updates: New functionality is introduced every quarter based on user feedback and product development goals.
- Continuous Improvement: We maintain a detailed roadmap of improvements, ensuring that the system evolves in line with the needs of our users.

TECHNICAL REQUIREMENTS

Supported Browsers

Nymo Legal Case Management runs on any device with a modern web browser, such as Google Chrome, Microsoft Edge, or Safari 9+.

Mobile Devices

Supports iOS and Android devices for mobile access.

SERVICE CONSTRAINTS

Availability

We aim to provide 99.70% availability, with scheduled maintenance occurring outside of normal working hours to minimize disruption.

Customization

As a true SaaS solution, customization is limited to configuration for standard setup requirements.