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Nymo Legal Searches

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Legal Searches is a comprehensive, cloud-based legal search platform designed to streamline and simplify the search process for legal professionals. With this service, solicitors, conveyancers, and legal firms can efficiently perform a range of critical legal searches required for property transactions and compliance checks. Our platform allows users to request and manage searches for land, environmental conditions, planning permissions, and more.

Accessible from any web browser on PC, Mac, or mobile devices, Nymo Legal Searches provides users with real-time access to legal data. The service's intuitive interface allows for seamless searching, data retrieval, and compliance management, making it easier for legal professionals to stay organized and meet regulatory standards. We aim to reduce manual effort, improve accuracy, and support faster, data-driven decision-making for our clients.

2. SERVICE & SUPPORT MANAGEMENT

At Nymo Group Ltd, we prioritize customer satisfaction and aim to provide the best support experience possible. We offer multiple support channels to ensure our clients have access to the help they need:

- 24/7 Access: Our service is available around the clock, with support provided via an online support portal.
- Support Channels: Email, telephone, and live chat support are available, with a guaranteed response time based on the selected support plan.
- Support Levels: We offer various support levels to accommodate different customer needs:
  - Basic Support: Includes email support and response within 24 hours.
  - Premium Support: Includes phone and email support with prioritized responses within 4 hours.
  - Enterprise Support: Includes a dedicated support representative with 24/7 access, offering personalized services and proactive incident resolution.
- Ticketing System: All incidents are managed through a ticketing system, where customers can track the progress of their requests.

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3. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

We believe in building long-term relationships with our clients. As part of the service, we provide dedicated account managers to ensure that you get the most out of Nymo Legal Searches.

- **Onboarding**: Upon signup, each client receives a personalized onboarding session to walk through platform features and best practices.
- **Customer Success Program:** Regular check-ins and reviews will be scheduled to understand your needs, track usage, and offer guidance on how to optimize the service for your specific requirements.
- **Proactive Communication:** We offer regular product updates, new feature releases, and compliance tips to keep our clients informed and ahead of industry trends.

4. OUTAGE AND MAINTENANCE MANAGEMENT

To ensure minimal disruption, Nymo Legal Searches is hosted on a robust cloud infrastructure with redundancy and high availability. In the rare event of an outage or downtime, we take the following measures:

- **Scheduled Maintenance**: All planned downtime is communicated in advance to users via email alerts and on our status page.
- **Real-time Status Dashboard:** Users can track the real-time status of our platform via a public-facing status dashboard, which provides up-to-date information on the system's availability, ongoing incidents, and resolution time.
- **Incident Response:** In case of an unexpected outage, our team works swiftly to identify and address the issue. All incidents are logged and tracked through our ticketing system.

5. BACKUP AND DISASTER RECOVERY

Data security and business continuity are central to our operations. Nymo Legal Searches follows strict backup and disaster recovery protocols:

- **Geographically Distributed Data:** We use multiple data centers to ensure redundancy, minimizing the risk of data loss in case of an infrastructure failure.
- **Automated Backups:** Daily backups are performed automatically to ensure that all data is secure and recoverable.
- **Disaster Recovery Plan:** Our infrastructure is designed for fast recovery in case of a disaster, with full data restoration within 24 hours if required.

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6. BUSINESS CONTINUITY PLAN

We have a comprehensive business continuity plan (BCP) to ensure that Nymo Legal Searches remains available to our clients even during major disruptions:

- **Redundancy:** Our service is hosted in multiple data centers with load balancing and automatic failover to ensure that service remains available, even if one data center experiences issues.
- **Crisis Management**: We have established protocols for managing emergencies and operational risks, ensuring that service continuity is maintained under all circumstances.
- **Testing**: Regular BCP testing and simulations are conducted to ensure that the plan is up-to-date and effective in mitigating risks.

7. ISO27001:13 ACCREDITATION

Nymo Legal Searches adheres to the highest industry standards for data security and privacy:

- ISO 27001:13 Certification: We follow the standards set forth in ISO 27001:13 for managing and protecting sensitive legal data.
- Data Protection: All data handled by Nymo Legal Searches is managed in compliance with relevant data protection laws, including GDPR, ensuring that user information remains confidential and secure.
- Audits and Compliance Checks: We conduct regular internal and external audits to ensure that our services remain compliant with security standards and industry regulations.

8. DEVELOPMENT LIFE CYCLE

We follow a structured development life cycle to ensure that Nymo Legal Searches is continuously evolving to meet the needs of our clients:

- **Agile Methodology:** Our development process follows agile practices, allowing for rapid iteration and improvement based on user feedback.
- **Regular Updates**: We release new features and updates regularly to keep up with changing regulations and technological advancements.
- **User-Centric Design:** The needs and preferences of our clients guide the development of new features, ensuring that Nymo Legal Searches remains intuitive, efficient, and compliant.

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9. TECHNICAL REQUIREMENTS

To use Nymo Legal Searches, the following technical requirements must be met:

- **Supported Browsers:** Google Chrome, Firefox, Safari, and Microsoft Edge (latest versions).
- **Operating System:** Windows 10 or later, macOS 10.14 or later.
- **Internet Connection:** Stable internet connection (minimum 10 Mbps download speed).
- **Mobile Devices:** Compatible with Android 10 and later, iOS 12 and later.
- **Storage:** Minimum of 2GB available storage for proper functioning.

10. COMPLIANCE AND SECURITY

Nymo Legal Searches is designed to meet the highest standards of legal compliance:

- **Regulatory Compliance:** Our platform is compliant with major legal frameworks including GDPR, and ensures adherence to privacy laws governing data protection and retention.
- **Security Measures:** We implement stringent security controls including encryption, multi-factor authentication (MFA), and role-based access control (RBAC) to protect sensitive data.
- **Audit Logs:** All activities within the system are logged and can be reviewed for audit and compliance purposes.

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