Nymo Payroll

G-Cloud Service Definition

SERVICE OVERVIEW

What We Do

Nymo Payroll is a fully integrated, cloud-based payroll solution that automates and streamlines the payroll process for businesses of all sizes. It provides comprehensive payroll processing, tax calculations, employee management, compliance reporting, and more. The service is built to ensure accurate, efficient, and timely payroll management, empowering businesses to handle payroll tasks with ease and confidence. Additionally, Nymo Payroll includes self-service options for employees, allowing them to access payslips, request time off, and update personal information via a mobile app or web portal.

Who We Are

At Nymo Group Ltd, we are a forward-thinking, agile company dedicated to offering flexible, secure payroll solutions. Our primary goal is to provide businesses with an innovative platform that simplifies payroll management, ensuring compliance with tax regulations while improving operational efficiency. With a focus on scalability and continuous improvement, Nymo Payroll helps businesses grow by optimizing their payroll processes and providing real-time insights for better decision-making.

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ONBOARDING

Getting Started with Nymo Payroll
Our onboarding process is designed to ensure a smooth and efficient transition to Nymo Payroll. We offer a remote-first onboarding approach, including training sessions, step-by-step guides, and access to a dedicated support team for assistance during setup.

Account Setup: We guide users through creating an account and configuring payroll settings, employee data, and tax information.
Training: Users will receive training on how to use the payroll features, employee management tools, and reporting functionality.
Data Migration: If needed, we assist with migrating payroll data from existing systems to Nymo Payroll, ensuring no data loss and smooth continuity.
Support: Dedicated onboarding support is available, with regular check-ins to ensure the setup meets the client's needs.

ADDITIONAL SERVICE OPTIONS

Service Options Available
In addition to the core payroll functionality, we offer the following optional services to enhance your experience:
Custom Payroll Configurations: Tailored configurations based on specific business requirements.
Employee Management Features: Includes time tracking, attendance management, and performance tracking.
Advanced Reporting: Custom report generation for payroll, tax, and HR analytics.
Third-Party Integrations: Integration with HR systems, accounting software, and other business platforms.
Premium Support: Enhanced support options, including 24/7 support and dedicated account management.

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SERVICE & SUPPORT MANAGEMENT DETAILS

Support Commitment

We are committed to providing high-quality support to ensure the uninterrupted operation of your payroll system. Our Support Services include:

Basic Support: Email and ticket-based support during business hours (9 AM - 5 PM, Monday to Friday).

Priority Support: For clients requiring faster response times, with access to phone support and live chat.

Premium Support: Includes 24/7 assistance, proactive monitoring, and a dedicated customer success manager.

Our customer support is available to resolve any technical issues, provide product guidance, and offer payroll compliance advice.

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Dedicated Account Management

We offer account management services to ensure your success with Nymo Payroll. Our Customer Success Team is dedicated to helping you maximize the value of the platform, providing regular check-ins, feature updates, and proactive guidance on payroll best practices.

Account Managers: A dedicated account manager will be assigned to larger clients for ongoing support and consultation.

Customer Success Programs: We offer tailored success programs to ensure that your payroll system is aligned with your evolving business needs.

OUTAGE AND MAINTENANCE MANAGEMENT

Service Availability and Maintenance

We aim for 99.9% service uptime. Scheduled maintenance is communicated to customers in advance to minimize disruptions.

Planned Maintenance: Occurs outside business hours and is typically completed within a 1-hour window.

Unplanned Outages: Customers are immediately notified via email, and we maintain a real-time status dashboard for transparency.

Incident Management: Any incidents are handled by our dedicated technical team, with updates provided throughout the resolution process.

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BACKUP AND DISASTER RECOVERY

Backup and Disaster Recovery Plans

Nymo Payroll ensures that all customer data is securely backed up and protected.

Data Backups: We perform regular backups, with recovery capabilities in the event of data corruption or loss.

Disaster Recovery: Our disaster recovery infrastructure is designed to ensure continuity of service in the event of a catastrophic failure. We perform disaster recovery testing twice a year to ensure effectiveness.

Recovery Time Objective (RTO): We guarantee data recovery within 4 hours in the event of a disaster.

BUSINESS CONTINUITY STATEMENT/PLAN

Business Continuity

Our Business Continuity Plan (BCP) ensures service availability during unexpected events. We have multiple data centers with failover mechanisms to maintain continuous service even in the event of hardware or network failures.

ISO27001:13 ACCREDITATION

Nymo Group Ltd is working towards ISO 27001:13 certification. This certification ensures that we follow industry best practices for information security, helping to protect customer data and ensure compliance with global security standards.

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DEVELOPMENT LIFE CYCLE

Continuous Improvement

Nymo Payroll is continually updated with new features and enhancements to meet customer needs. We use an agile development methodology to prioritize customer feedback and release regular software updates, ensuring the service remains at the cutting edge of payroll technology.

TECHNICAL REQUIREMENTS

Web Browsers: Compatible with all major browsers including Chrome, Firefox, Safari, and Edge.
Mobile Devices: iOS and Android support for mobile access to payroll data.
System Requirements: Requires an internet connection and a modern device with a browser.

SERVICE CONSTRAINTS

Availability: We guarantee 99.9% uptime for the service, with planned maintenance windows communicated in advance.
Customization: Nymo Payroll is a fully configurable platform, but custom development may incur additional costs. We do not support on-the-fly customizations outside of the configuration options.



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