Nymo Housing Management

G-Cloud Specific Pricing

1. SERVICE OVERVIEW

Nymo Housing Management is a cloud-based service that helps housing authorities and local councils streamline housing management processes, including tenant management, property bookings, compliance monitoring, and financial tracking. By automating and centralizing these processes, Nymo Housing Management reduces administrative workloads, increases efficiency, and ensures compliance with local housing regulations.

2. G-CLOUD SPECIFIC PRICING

The following represents G-Cloud specific pricing for Nymo Housing Management. Pricing is based on the annual spend of the organization.

Annual Spend	**Up to £2m**	**£2m - £10m**	**£10m - £25m**	**£25m+**
Annual Licence Fee	£22,000	£30,000	£45,000	£60,000
Customer Success	**Standard Support** with basic email and phone support, plus quarterly reviews	**Premium Support** with priority access, monthly check-ins, and Success Webinars	**Premium Support** with tailored guidance, monthly check-ins, and priority issue resolution	**Premier Support** with a dedicated Customer Success Manager, strategic reviews, and 24/7 priority access
Customer Success Plan	Standard (15%)	Premium (20%)	Premium (25%)	Premium (30%)

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3. NOTES ON PRICING / ADDITIONAL SERVICES

- Annual fee invoiced annually in advance.
- Excludes VAT.
- Pricing does not include portals, integrations, implementation services, project management, or data migration.
- Implementation services will be charged at our prevailing day rates. The number of days required will depend on the project's scale.

4. IMPLEMENTATION METHODOLOGY

- We follow a structured 4-phase process to ensure a seamless implementation:
- Pre-project planning: Needs analysis, solution demonstration, and sales handover.
- Configure & Install: Defining project objectives, solutions workshops, and confirming requirements.
- Training: User acceptance testing (UAT) and tailored staff training.
- Support: Go-live support, handover to customer support, and post-project review.

5. SERVICE & SUPPORT MANAGEMENT DETAILS

We offer three primary support plans:

- Standard Plan: Access to email support and online resources.
- Premium Plan: Faster response times via phone, live chat, and access to Success Webinars.
- Premier Plan: Dedicated Customer Success Manager with 24/7 support.

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