Nymo Housing Management

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Housing Management is a cloud-based solution designed to simplify housing and property management for public sector organizations. Our platform streamlines the management of housing stock, tenant data, property maintenance, and compliance monitoring. Through automation and real-time reporting, Nymo Housing Management helps housing authorities, local councils, and housing associations manage their portfolios more efficiently. Our solution is trusted for its ease of use, compliance features, and ability to integrate with other public sector systems.

Key Features:

- **Tenant and Property Management**
- **Real-time Reporting and Analytics**
- **Automated Maintenance Requests and Scheduling**
- **Integration with Third-Party Services**
- **Secure Data Storage and Compliance with GDPR**

2. ONBOARDING

Our onboarding process is designed to help organizations quickly integrate Nymo Housing Management into their operations. The process includes:
Stage 1: Registration: Suppliers and housing data are uploaded and verified.
Stage 2: Integration: We integrate the system with existing databases and third-party services.
Stage 3: Configuration: Custom configurations are applied based on the organization's requirements.
Stage 4: Training: Comprehensive training is provided to staff members to ensure they are familiar with the system's capabilities.

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3. ADDITIONAL SERVICE OPTIONS

We offer several value-added services to enhance the user experience:

- Bespoke Consultancy: Custom configurations or additional feature implementations.
- Advanced Reporting: Tailored reports that meet specific organizational needs.
- Extended Support: 24/7 support services and priority response times..

4. SERVICE & SUPPORT MANAGEMENT DETAILS

Our service is designed for maximum uptime and reliability. We provide several support levels, including:

- Basic Support: Email and ticket-based support during business hours.
- Premium Support: Priority support with faster response times and dedicated support agents.
- Enterprise Support: 24/7 support with a dedicated technical account manager (TAM).

Additionally, Nymo Housing Management is hosted on a scalable cloud infrastructure with 99.9% uptime and regular security audits.

5. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

To ensure you get the most value from Nymo Housing Management, our Customer Success team will guide you through implementation, provide ongoing support, and ensure continuous product adoption. This includes:

- Onboarding and Training
- Monthly Check-ins
- Quarterly Performance Reviews

6. BACKUP AND DISASTER RECOVERY

Our service includes automatic daily backups and a robust disaster recovery plan that ensures minimal downtime. All backups are encrypted and stored in geographically redundant data centers. The Recovery Point Objective (RPO) is 12 hours, and the Recovery Time Objective (RTO) is 6 hours.

- Backup Types: Daily, weekly, and monthly backups
- Data Retention: 12 months for general data, 7 years for financial data

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7. BUSINESS CONTINUITY STATEMENT/PLAN

We have a comprehensive business continuity plan (BCP) to ensure that Nymo Housing Management remains available during disruptions. This plan is regularly tested, and we have established procedures for maintaining service availability, including:

- Failover Mechanisms
- Geographically Redundant Data Centers
- Regular Recovery Drills

8. ISO 27001:13 ACCREDITATION

Nymo Housing Management is ISO 27001:13 certified, meaning we adhere to international standards for information security management. This certification ensures that your data is securely managed, protected against unauthorized access, and handled with the utmost care.

9. DEVELOPMENT LIFE CYCLE

Nymo Housing Management undergoes continuous development to incorporate new features and ensure security compliance.

- Feature Releases: New features are introduced quarterly based on customer feedback.
- Security Patches: Security updates are released regularly to address emerging threats.

10. TECHNICAL REQUIREMENTS

Nymo Housing Management is compatible with the following devices and systems:

- Devices: Desktop computers, tablets, and smartphones
- Operating Systems: Windows, macOS, iOS, Android
- Web Browsers: Chrome, Firefox, Safari, Microsoft Edge.

11. SERVICE CONSTRAINTS

While Nymo Housing Management is designed to meet a wide range of organizational needs, customizations outside the core functionality may require additional development work. We also perform scheduled maintenance during off-peak hours, with minimal service interruptions.

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