Nymo Care Compliance

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Care Compliance helps organizations manage and improve care quality by providing a clear view of compliance across various services and locations. The platform enables users to conduct audits, track action plans, and ensure adherence to healthcare regulations. The service includes pre-built and customizable audit libraries for comprehensive care compliance.

Service Features:

- Audit library for healthcare compliance
- Customizable audit builder
- Action plan tracking
- Incident and complaint management
- Real-time compliance reporting
- Alerts and notifications
- User role management and permissions
- Data storage and secure access

Service Benefits:

- Streamlined compliance tracking
- Enhanced accountability with action plan tracking
- Reduced administrative workload
- Real-time incident reporting and resolution
- Simplified reporting and auditing
- Improved care quality with data-driven insights

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ONBOARDING

Our onboarding process is designed to be efficient and low-risk. We provide a remote-first implementation, using video calls and e-learning resources to ensure users are guided through every step of the setup. Our team works closely with you to configure the platform to meet your needs, offering ongoing support to ensure smooth adoption.

ADDITIONAL SERVICE OPTIONS

In addition to the core service, we offer various customization options:

- Full User Training
- Administrator Training
- Data Import Services
- Custom Audit Building
- Adoption Reviews

SERVICE & SUPPORT MANAGEMENT DETAILS

We provide comprehensive support through our online portal and email. Support is available during business hours, with escalation for critical issues.

Support Plans:

- Standard Plan: Online support and response within 24 hours
- Premium Plan: Faster response times and dedicated customer support
- Custom Support: Tailored solutions for specific needs

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our Customer Success team ensures that you are maximizing your investment in Nymo Care Compliance. The team will assist with training, best practices, and ensure the platform is delivering the value you expect.

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OUTAGE AND MAINTENANCE MANAGEMENT

We provide clear communication regarding scheduled maintenance and unexpected outages. Users can subscribe to email alerts for updates, and a live dashboard is available to monitor uptime statistics.

BACKUP AND DISASTER RECOVERY

Data is backed up securely and regularly, with both primary and secondary data centre storage. The backup strategy ensures business continuity with an RPO (Recovery Point Objective) of 12 hours and an RTO (Recovery Time Objective) of 6 hours.

BUSINESS CONTINUITY STATEMENT

Our business continuity plan is designed to ensure uninterrupted service and is available upon request. The plan includes disaster recovery procedures and secure backup systems.

ISO27001:13 ACCREDITATION

Nymo Care Compliance follows best practices for information security management. We are working towards achieving ISO27001:13 accreditation for maintaining a secure and compliant environment.

DEVELOPMENT LIFE CYCLE

We release new features and improvements regularly, ensuring the platform evolves based on user feedback and industry needs. All new functionality is rolled out quarterly, benefiting all users simultaneously.

TECHNICAL REQUIREMENTS

Nymo Care Compliance is compatible with all modern web browsers, including Chrome, Firefox, and Safari. It also supports mobile devices running iOS and Android.

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