Nymo Expense Manager

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Expense Manager is a cloud-based expense management solution designed to simplify the expense submission, approval, and reimbursement process. It automates key tasks such as data entry, receipt capture, and VAT calculations, saving time for both employees and finance teams. Accessible across multiple platforms–desktop, tablet, and mobile–Nymo Expense Manager ensures users can manage expenses from anywhere. The intuitive interface supports a seamless mobile-first experience with dedicated apps for Android and iOS.

KEY FEATURES:

Global Accessibility: Access from desktop, tablet, and mobile with internet connectivity.
Credit Card Integration: Supports all major banking providers for automated statement upload and expense allocation.
Multi-Currency Support: Automatic exchange rate pull from trusted sources for multi-currency claims.
Mobile App: Includes AI-powered OCR for receipt capture and fast claim submission.
VAT Management: Full VAT handling, ensuring compliance and accurate calculations.
Mileage Claims: Uses GPS data for accurate mileage calculation, reducing mileage claim errors by up to 20%.
Approval Workflow: Simplified approval process with options to set claim limits in line with policy.

ONBOARDING

Our onboarding process ensures a smooth transition to Nymo Expense Manager, providing you with all the resources and support needed. The process is structured to allow customers to quickly become familiar with the system and start using it effectively. Our remote-first FlightPath implementation approach includes:
Getting Started: Introduction to the platform and process.
Training: Interactive training sessions to ensure users are well-equipped to use the software.
Validation: Ensuring all features are configured to meet your specific needs.
Launch: Going live and ensuring all users are onboarded successfully.
Review: Post-launch review to assess progress and resolve any issues.

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ADDITIONAL SERVICE OPTIONS

Administrator Training: 1-hour session to cover key administrative tasks.
Custom Integrations: Tailored integration with your existing financial systems.
End User Champion Training: Train key users who will assist others in utilizing the platform.
Bespoke Consultancy: Available for any specific consultancy or reconfiguration needs.

SERVICE & SUPPORT MANAGEMENT DETAILS

We offer various support plans tailored to your needs:
Essential Support: Includes online support via our Customer Success portal.
Standard Support: Includes phone and live chat support, as well as access to e-learning content and success webinars.
Premier Support: Includes dedicated Customer Success Manager (CSM) and ongoing advice to optimize your use of the platform.

ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our Customer Success Team ensures that you maximize your investment. The team provides ongoing support through educational webinars, regular check-ins, and personalized recommendations to enhance your experience. Additionally, our Account Managers provide tailored assistance for specific sectors, ensuring your company stays aligned with best practices.

OUTAGE AND MAINTENANCE MANAGEMENT

We keep downtime to a minimum with scheduled maintenance typically occurring outside business hours. We provide customers with a live dashboard to track uptime and receive alerts on upcoming maintenance or unexpected outages.

BACKUP AND DISASTER RECOVERY

Nymo Expense Manager is built to ensure data is safe, even in the event of an outage:
Daily Backups: Backed up at 10pm each day to a secure off-site location.
Data Retention: Non-financial data is retained for 1 year, and financial data for 7 years.
Disaster Recovery: We test disaster recovery processes bi-annually to ensure quick data restoration.

BUSINESS CONTINUITY STATEMENT/PLAN

The Nymo Group Ltd. has a robust business continuity plan to minimize any disruptions. Full details of our business continuity plan can be requested via email.

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ISO27001:13 ACCREDITATION

Nymo Group Ltd is working towards achieving ISO27001:13 certification, ensuring our commitment to data security and management processes aligned with international standards.

DEVELOPMENT LIFE CYCLE

Nymo Expense Manager undergoes regular updates, with new functionality released quarterly. Our development roadmap includes ongoing improvements based on customer feedback and internal requirements, ensuring that our service evolves to meet your needs.

TECHNICAL REQUIREMENTS

Nymo Expense Manager is accessible via any internet-enabled device, including:
Web Browsers: Chrome, Firefox, Safari, Edge, and Internet Explorer 11+.
Mobile Devices: iOS and Android support for both mobile and tablet apps.

SERVICE CONSTRAINTS

Availability: We aim for 99.70% service availability each month.
Customisation: While Nymo Expense Manager is a SaaS solution, configurations can be tailored to meet standard requirements.

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