NYMO MEDICATION MANAGER (eMAR)

G-Cloud Service Definition

SERVICE OVERVIEW

Nymo Medication Manager (eMAR) is a secure, cloud-based medication administration system designed to streamline medication management in healthcare environments. With real-time tracking, automated alerts, and seamless integration with electronic health records (EHRs), it ensures medications are administered accurately and safely. The platform reduces errors, enhances compliance, and improves operational efficiency.
Our service helps healthcare professionals manage medications, track patient records, and provide safer care. The solution is fully compliant with UK healthcare regulations and features mobile access for on-the-go management.

2. ONBOARDING

Nymo provides a smooth, remote-first onboarding experience to ensure quick and efficient setup. The FlightPath implementation process guides clients through key milestones to ensure the system is correctly configured, with training sessions available online. Our e-learning modules allow staff to learn at their own pace, with ongoing support from our consultants.
We offer both basic and advanced training options, tailored to your team's needs. Implementation is designed to fit around your team's schedule, minimizing downtime and maximizing productivity.

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3. ADDITIONAL SERVICE OPTIONS

Nymo provides extra training and consulting services to ensure your team fully adopts the system:

- Super User Training: In-depth training for key staff members.
- End User Training: Basic medication management and workflow usage.
- Management Report Training: Help with generating and interpreting medication reports.

Additionally, we provide remote go-live support, ensuring a smooth transition from training to full-scale use.

4. SERVICE & SUPPORT MANAGEMENT DETAILS

We provide Standard and Premium Support Plans:

- Standard Plan: Includes phone, email, and live chat support during business hours.
- Premium Plan: Offers 24/7 support, access to a dedicated Customer Success Manager, and priority incident resolution.

Our Customer Success Team ensures that you make the most of our platform, providing ongoing support, updates, and training to improve outcomes and productivity

5. OUTAGE AND MAINTENANCE MANAGEMENT

We provide clear communication regarding scheduled maintenance and outages. Our live service dashboard ensures transparency, and users receive email alerts for updates. Scheduled downtime is minimized and occurs outside of peak hours, with prior notice given.

In the rare event of an outage, we offer fast resolution with real-time updates through our status page.

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6. BACKUP AND DISASTER RECOVERY

- Nymo Medication Manager (eMAR) includes a robust backup and disaster recovery plan:
- Daily backups of all critical data.
- Data stored in geographically redundant data centers to ensure high availability.
- Our system is designed to meet Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) of 12 and 6 hours, respectively

7. TECHNICAL REQUIREMENTS

Our service supports the latest versions of Windows, macOS, iOS, and Android. A modern web browser is required for desktop access, with mobile apps available for iOS and Android for on-the-go management. Stable internet access is essential for real-time data synchronization.

8. SERVICE CONSTRAINTS

Nymo ensures 99.9% service availability, but there may be occasional maintenance windows, typically scheduled outside of peak business hours. Customization is limited to pre-configured workflows and settings; advanced customization may incur additional costs. Data storage is available in compliance with relevant regulations and geographic constraints.

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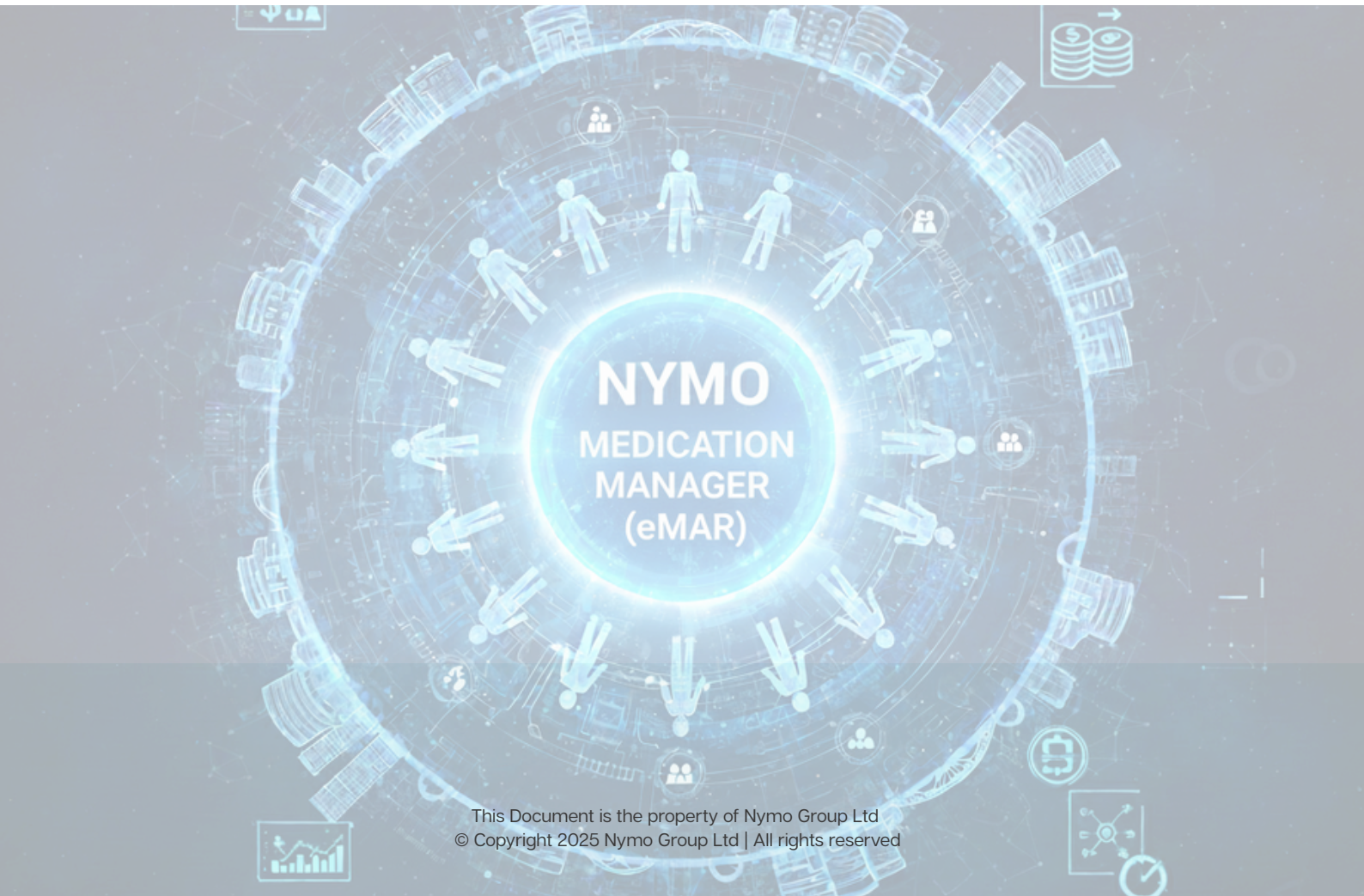
9. ISO27001:13 ACCREDITATION

Nymo Group Ltd has achieved ISO27001:13 certification, ensuring that our information security management system (ISMS) aligns with the highest international standards for protecting sensitive data.

10. DEVELOPMENT LIFE CYCLE

Nymo Medication Manager (eMAR) follows an agile development model, with regular feature updates and enhancements. Our team continuously monitors user feedback to drive improvements, ensuring the platform evolves to meet healthcare industry needs.



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