NYMO

Nymo Class Manager

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Class Manager is a cloud-based platform designed to simplify and streamline class and student management for educational institutions, training providers, and other learning environments. This service provides a complete set of tools to efficiently manage class schedules, track student attendance, handle payments, and generate reports. Designed for ease of use, the platform ensures that administrators, instructors, and students can access key functionalities from both desktop and mobile devices, providing flexibility and enhancing overall productivity.

2. KEY FEATURES

- **Class Scheduling:** Create, manage, and adjust class schedules with a user-friendly interface, ensuring efficient use of resources and preventing booking conflicts.
- **Student Management:** Track and manage student profiles, attendance, grades, and payments with a comprehensive database.
- **Attendance Tracking:** Automated attendance management, with real-time monitoring and easy reporting for instructors and administrators.
- **Payment Processing:** Integrated payment gateway for handling tuition fees, membership payments, and other transactions securely.
- **Custom Reports:** Generate detailed reports on class performance, student attendance, payments, and more. Reports are customizable and can be exported in various formats (CSV, Excel, PDF).
- **Mobile and Desktop Access:** Fully responsive design that provides seamless access to all features via both mobile and desktop platforms.
- **Notifications & Alerts:** Automated email and SMS notifications for class schedules, payment reminders, and important updates.

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3. SERVICE LEVELS AND AVAILABILITY

Nymo Class Manager guarantees 99.9% uptime as part of our Service Level Agreement (SLA), ensuring that the service is always available and reliable. We provide the following service levels:

- Standard Service: Includes full access to the platform, standard support via email, and regular software updates.
- Premium Support: Priority support with faster response times, extended support hours, and a dedicated support contact for critical issues.

Maintenance and Updates: Routine maintenance and updates are scheduled outside of peak usage hours to minimize disruptions. Users are notified in advance of any planned downtime.

4. SECURITY AND COMPLIANCE

We take data security and privacy seriously and ensure that Nymo Class Manager adheres to industry standards and best practices. The platform is fully compliant with:

- GDPR: All personal data is processed securely and in compliance with GDPR requirements.
- ISO 27001: We implement robust information security management systems to safeguard user data.
- Cyber Essentials: The platform is built with security controls in place to protect against cyber threats.

Data Protection: Data is encrypted both in transit (using SSL/TLS) and at rest. Access to sensitive data is restricted through role-based access controls (RBAC), ensuring that only authorized personnel can access or modify it.

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5. PRICING MODEL

Nymo Class Manager offers flexible pricing options to suit the needs of different organizations:

- Standard Plan:
  - Price: £X/month
  - Includes full platform access, standard support, and regular software updates.
- Premium Plan:
  - Price: £Y/month
  - Includes priority support, extended support hours, and additional customization options for larger organizations.
- Custom Pricing:
  - Available for institutions requiring tailored solutions, additional integrations, or extensive user licenses.

Add-Ons:

- Premium Support: £Z/month
- Additional Integrations: Pricing based on scope and complexity.

6. SERVICE ACCESS AND RESTRICTIONS

Users can access Nymo Class Manager through secure login credentials. The platform supports Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for additional security. Access is controlled via Role-Based Access Control (RBAC), ensuring that only authorized users can perform specific tasks (e.g., instructors, administrators, students).

Access Restrictions:

- Administrators: Full access to all features, settings, and user management.
- Instructors: Access to class schedules, attendance, and student progress.
- Students: Access to their personal information, class schedules, and grades.

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7. REPORTING AND METRICS

Nymo Class Manager provides robust reporting and analytics tools that allow users to track key metrics such as:

- Class attendance rates and student participation
- Payment history and outstanding balances
- Student performance over time, including grades and attendance
- System usage metrics, such as login activity and feature engagement

These reports can be accessed in real time and are exportable in formats like CSV, Excel, and PDF. Custom reports can be generated based on specific criteria, providing insights tailored to each institution's needs.

8. SUPPORT AND INCIDENT MANAGEMENT

Nymo Class Manager offers comprehensive support to ensure a smooth user experience:

- Standard Support: Available via email and ticketing system with a response time of up to 24 hours for non-critical issues.
- Premium Support: Provides faster response times (within 4 hours) and priority incident resolution.

Incident Management: Our incident management process follows a defined workflow:

- Incident Detection: Real-time monitoring for any service disruptions.
- Incident Response: Critical incidents are responded to within 30 minutes, with resolution efforts beginning immediately.
- Post-Incident Reports: A detailed report is provided within 48 hours of resolution, outlining the root cause, steps taken, and preventive measures.

9. SERVICE ACCESS AND RESTRICTIONS

Access to Nymo Class Manager is restricted by role-based permissions. We use Single Sign-On (SSO) for secure login, and Multi-Factor Authentication (MFA) is available for additional security. Users are assigned roles with specific access rights, ensuring data security and reducing unauthorized access.

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10. INCIDENT MANAGEMENT APPROACH

10. Incident Management Approach

Our incident management approach involves:

- Pre-defined processes for common incidents (e.g., system downtime, unauthorized access).
- User Reporting: Incidents can be reported via our ticketing system or email support.
- Incident Reporting: Post-incident reports are provided within 48 hours, including issue resolution details and preventive measures.

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