NYMO

Nymo Financials (ERP + Accounting)

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Financials is a comprehensive, cloud-based ERP and accounting solution designed to provide organizations with seamless financial management. Offering real-time financial visibility, this solution integrates core financial functions such as general ledger, accounts payable, budgeting, and reporting. It is built with scalability, data security, and regulatory compliance at its core. Nymo Financials enables businesses to streamline their financial processes, reduce errors, and improve decision-making through data-driven insights.

The solution extends to multiple departments and operational areas, including:

- Purchasing
- Expense capturing
- Project costing and documentation
- Timesheets and absence requests
- Staff expenses and credit card management
- Advanced reporting and MI dashboards

By using Nymo Financials, organizations benefit from a scalable solution that grows with the business, integrates easily with other systems, and provides users with intuitive, customizable interfaces.

2. ONBOARDING

Our goal is to provide a smooth and efficient onboarding experience for all users. Nymo Financials offers flexible onboarding packages, ensuring that businesses of all sizes can benefit from the system's capabilities.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved

Onboarding Options:

1. **FlightPath Implementation:** Our remote-first, low-risk implementation methodology designed for smaller businesses or those with standard configuration needs. FlightPath uses video conferencing and self-paced e-learning to ensure a smooth deployment and quick value realization.
2. **Access Implementation Methodology (AIM):** For larger, more complex implementations, the AIM methodology is used. It ensures a thorough, tailored approach that aligns with your specific business needs, from system design to post-launch optimization.

Our remote-first approach includes regular check-ins, ensuring project milestones are achieved on time. We provide ongoing user training and support to ensure your team becomes self-sufficient quickly.

3. ADDITIONAL SERVICE OPTIONS

In addition to our core service offerings, Nymo Financials provides a range of additional services that can be tailored to suit your business needs. These options help you extend the functionality and performance of the solution.

Additional Features Available:

1. **Multi-currency Support:** For businesses operating in multiple regions, supporting up to 3 currencies.
2. **Multiple Legal Entities**: Configuration for multiple legal entities within a single instance.
3. **Advanced Nominal Configuration:** Configurable nominal codes to meet more sophisticated reporting requirements.
4. **Fixed Assets Management:** With features for depreciation calculations.
5. **Stock Control:** Basic stock management including tracking stock levels and stock code assignments.
6. **Purchase Invoice Approval:** Workflow-based purchase invoice approval integrated into the system.

Training & Consultancy Services:

1. **Remote & Onsite Training:** Tailored to your team's needs, we provide remote and onsite training options to help you get the most out of Nymo Financials.
2. **Consulting Services:** From project management to bespoke configuration and third-party integration, our consultancy services provide the expertise you need.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved

4. SERVICE & SUPPORT MANAGEMENT DETAILS

Nymo Financials is backed by our commitment to providing outstanding service and support. We recognize that our solutions are critical to your business operations, and we provide multiple levels of support to ensure maximum uptime and business continuity.
Support Plans:

- **Essential Support:** Included with your service, offering online self-service options, including access to our knowledge base and customer success portal.
- **Standard Support:** Provides faster response times, phone and live chat access to our support team, and access to ongoing webinars for product updates and best practices.
- **Premier Support:** Includes a dedicated Customer Success Manager (CSM) who will ensure you get the most from the service, as well as priority support with 24/7 access.

All users receive proactive monitoring of the system to detect and resolve potential issues before they affect service performance.

5. ACCOUNT MANAGEMENT & CUSTOMER SUCCESS

Our Customer Success Team works closely with each client to ensure that they are maximizing their investment in Nymo Financials. Dedicated Account Managers will guide you through your journey, from onboarding to continuous optimization and expansion of service.
Regular check-ins with your Customer Success Manager ensure your goals are being met and that you stay on track with new functionality. Our team assists in setting up best practices and provides training to ensure long-term success.

6. OUTAGE AND MAINTENANCE MANAGEMENT

Nymo Financials ensures that any necessary maintenance or outages are communicated clearly and promptly to all users. We aim to minimize service disruptions and provide full transparency in the event of service interruptions.

- **Outage Reporting:** Users can subscribe to email alerts to stay informed about scheduled maintenance and unplanned outages. Additionally, we provide a public status dashboard for real-time updates.
- **Maintenance:** Routine maintenance typically takes place outside of regular working hours. Users are notified in advance of scheduled downtime, and emergency maintenance is performed promptly, with updates provided during the resolution process.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved

7. BACKUP AND DISASTER RECOVERY

We understand the critical importance of data protection. Nymo Financials utilizes a multi-tiered backup and disaster recovery strategy to ensure data integrity and business continuity:

- **Backup Frequency**: All data is backed up daily at 10 PM, with transaction logs backed up every 15 minutes.
- **Data Storage:** Backups are stored in geographically redundant data centers and encrypted both at rest and in transit.
- **Recovery Objectives:** Our system is designed with an RPO (Recovery Point Objective) of 12 hours and an RTO (Recovery Time Objective) of 6 hours, ensuring quick data restoration in case of an outage.

Regular disaster recovery tests are conducted every 6 months to ensure systems can be restored quickly and effectively.

8. BUSINESS CONTINUITY PLAN

We maintain a robust business continuity plan to ensure that Nymo Financials remains operational in the event of a disruption. The plan includes contingency measures for disaster scenarios, and our infrastructure is designed for resilience, using redundant systems and automated failover capabilities.
Our business continuity processes are aligned with industry best practices and compliant with relevant regulatory standards. You can access the full business continuity plan upon request.

9. ISO 27001:13 ACCREDITATION

Nymo Financials holds full ISO 27001:13 accreditation, demonstrating our commitment to maintaining the highest standards of information security management. This certification affirms that we follow best practices in managing data security risks across people, processes, and technology.

Our adherence to ISO 27001 ensures that your data is handled securely and that we meet global security standards.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved

10. DEVELOPMENT LIFE CYCLE

We are committed to continuously improving Nymo Financials to meet the evolving needs of businesses. Our development life cycle follows an agile methodology, with quarterly releases that include:

- New features driven by customer feedback
- System updates to improve functionality and security
- Bug fixes and performance improvements

We provide transparent communication regarding upcoming releases, and users are notified about new features and their potential impact on existing configurations.

11. SERVICE CONSTRAINTS

Nymo Financials provides a 99.9% uptime guarantee, ensuring minimal disruption. Customizations outside of standard configurations are not included and may incur additional charges. Maintenance windows are rare and are scheduled outside of peak business hours to minimize service interruptions.

This Document is the property of Nymo Group Ltd
© Copyright 2025 Nymo Group Ltd | All rights reserved