Nymo CareerPath (LMS)

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo CareerPath (LMS) is an AI-powered, cloud-based platform designed to support employee career development through personalized learning paths, performance tracking, and skill assessments. The service enables organizations to align employee development with organizational goals, improving productivity and retention. Key features include:

- **Personalized Learning Paths:** Tailored training and development plans to guide employees through their career journey.
- **Real-time Progress Tracking:** Dashboards to monitor employee growth, learning completion rates, and certification status.
- **Automated Certification:** Employees automatically receive certifications upon completing relevant training.
- **HR Integration:** Seamless integration with existing HR systems to streamline data transfer and workflow automation.

Nymo CareerPath (LMS) is designed for flexibility, supporting various organizations, from small businesses to large enterprises.

2. ONBOARDING

Our onboarding process is designed to ensure a smooth transition to Nymo CareerPath (LMS). We offer:

- **FlightPath Implementation Approach:** A remote-first, structured implementation process designed to ensure minimal disruption during setup. This includes regular check-ins, video training, and product eLearning for all users.
- **Dedicated Onboarding Team:** Our customer success managers and implementation experts work directly with your team to set up the platform, configure learning paths, and upload employee data.
- **Training Materials**: Self-paced, interactive eLearning modules and webinars are available to help users understand key platform features, including setup, customization, and reporting.

We ensure that all users are fully equipped to make the most of Nymo CareerPath (LMS) from day one.

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

3. ADDITIONAL SERVICE OPTIONS

In addition to the core features, Nymo CareerPath (LMS) offers a range of value-added services:

- **Custom Training Packages:** We provide tailored training content and courses specific to your organization's needs, enhancing employee learning experiences.
- **Integration Services:** Custom API integrations to synchronize data with existing HRMS or LMS platforms, allowing a unified approach to employee development.
- **Dedicated Technical Support:** Premium users can access 24/7 support from a dedicated Cloud Support Engineer, ensuring quick resolution of complex issues.
- **User Training & Workshops:** Hands-on workshops and training sessions to ensure your team is leveraging the platform to its fullest potential.

These services are available at an additional cost and can be customized based on your requirements.

4. SERVICE & SUPPORT MANAGEMENT

At Nymo CareerPath (LMS), we prioritize customer satisfaction by providing robust service and support management:

- **Support Tiers:** We offer three support levels—Basic, Standard, and Premium—to match your needs. Basic support includes email and ticket-based assistance during business hours, while Premium users receive priority response times and direct access to a dedicated technical account manager (TAM).
- **Self-service Support:** Access a comprehensive knowledge base with articles, FAQs, and how-to guides, available 24/7. Users can also access video tutorials and webinars to help them get the most out of the system.
- **Incident Management:** All incidents are tracked through our ticketing system. High-priority incidents are escalated to senior support engineers for rapid resolution.

Our goal is to provide you with consistent, reliable support at every stage of your journey.

5. MAINTENANCE & OUTAGE MANAGEMENT

Nymo CareerPath (LMS) ensures high availability with proactive maintenance and clear communication about service disruptions:

- Scheduled Maintenance: We perform regular maintenance outside business hours (when possible) to minimize service disruption. Users are notified of maintenance windows in advance via email alerts and public status dashboards.
- Incident Response: In case of an unexpected outage, our 24/7 monitoring system immediately triggers alerts. We resolve critical issues within 1 hour, providing regular status updates to users.
- Real-time Service Status: Users can check the public dashboard for live updates on system status, including uptime statistics, planned maintenance, and outage reports.

We are committed to keeping the service available with minimal downtime.

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

6. BACKUP & DISASTER RECOVERY

To ensure data integrity and availability, Nymo CareerPath (LMS) has a robust backup and disaster recovery strategy:

- **Daily Backups:** All platform data, including user records and training progress, is backed up daily and stored in secure, geographically diverse data centers.
- **Data Replication**: Data is replicated in real-time to a secondary data center to ensure business continuity during unforeseen events.
- **Disaster Recovery (DR):** We conduct quarterly DR tests to ensure our systems can quickly recover from large-scale disruptions. In the event of a failure, Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are maintained at 12 hours and 6 hours, respectively.
- **Off-site Storage:** All backups are stored encrypted and are retained for 3 months to ensure long-term data security.

This approach ensures minimal data loss and quick recovery in case of a disaster.

7. BUSINESS CONTINUITY PLAN

Our Business Continuity Plan (BCP) outlines the procedures we follow to ensure service availability in the event of unforeseen disruptions, such as natural disasters or system failures:

- **Data Redundancy:** All critical data is stored in multiple locations, ensuring it's available even during a service disruption.
- **Incident Response:** In the event of a disaster, our incident response team will assess the situation, and if necessary, failover to the backup data center.
- **Communication Protocol:** We maintain continuous communication with clients, providing regular updates via email alerts, the public dashboard, and direct customer support.

This plan ensures that Nymo CareerPath (LMS) continues to deliver service with minimal disruption to users.

8. SECURITY & COMPLIANCE

Nymo CareerPath (LMS) follows rigorous security and compliance standards, ensuring that your data is always protected:

- **ISO 27001 Certified:** Our platform is fully compliant with ISO 27001, ensuring best practices in information security management.
- **GDPR Compliance:** We are committed to protecting user privacy and comply fully with GDPR regulations.
- **Data Encryption:** All data is encrypted both in transit and at rest, ensuring secure communication and storage.
- **Access Control:** Role-based access control (RBAC) and multi-factor authentication (MFA) are used to secure management interfaces and prevent unauthorized access.

These measures ensure that Nymo CareerPath (LMS) remains secure and compliant with industry standards.

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

9. DEVELOPMENT LIFE CYCLE

We follow an agile development approach, with frequent updates to improve functionality and introduce new features. These updates are based on user feedback and industry best practices. We release new features quarterly, and all customers receive updates simultaneously, ensuring everyone benefits from the latest improvements.

10. TECHNICAL REQUIREMENTS

Nymo CareerPath (LMS) is compatible with modern web browsers and mobile devices:

- Web Browsers: Chrome, Firefox, Safari, Microsoft Edge (latest version)
- Mobile Devices: iOS (latest version), Android (latest version)

The platform is cloud-based, requiring a stable internet connection for optimal performance.

11. SERVICE CONSTRAINTS

We maintain a 99.5% uptime guarantee, with scheduled maintenance typically occurring outside business hours. As a true SaaS solution, customization of core features is not available, though the platform can be configured to meet standard setup requirements.

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