Nymo Store (E-commerce Platform)

G-Cloud Service Definition

1. COMPANY OVERVIEW

Nymo Group Ltd provides secure, scalable cloud software solutions for public sector and commercial organisations across the UK. Our platforms are designed to improve operational efficiency, digital service delivery, and user experience while meeting UK government standards for security, resilience, and data protection.
Nymo Store is part of the Nymo Group cloud ecosystem and is built to support organisations delivering digital commerce services, online transactions, and customer engagement through a modern, accessible e-commerce platform.

2. SERVICE OVERVIEW

Nymo Store is a cloud-hosted e-commerce platform that enables organisations to create, manage, and operate online stores securely. The service supports product management, customer accounts, order processing, payments, reporting, and integrations with third-party services.
The platform is delivered as a fully managed SaaS solution, removing the need for buyers to manage infrastructure, hosting, or software maintenance.

3. OUR APPROACH

Nymo Group adopts a user-centred and transparent approach. We work closely with customers to understand operational requirements and configure the platform accordingly. The service is designed to be intuitive, configurable, and accessible without requiring specialist technical knowledge.
We avoid unnecessary technical complexity and provide clear documentation, onboarding support, and ongoing assistance throughout the service lifecycle.

4. CORE PLATFORM CAPABILITIES

E-commerce Management

- Product catalogue and pricing management
- Inventory and stock control
- Order and payment processing
- Customer account management

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Digital Commerce

- Secure checkout and payment integration
- Support for promotions, discounts, and vouchers
- Order status tracking and notifications

Reporting and Analytics

- Sales and revenue reporting
- Order and inventory insights
- Exportable reports for operational analysis

5. USER EXPERIENCE (UX) AND ACCESSIBILITY

Nymo Store is designed using responsive web standards, ensuring full usability across desktop, tablet, and mobile devices. The interface is optimised for accessibility and supports assistive technologies where required.

Layouts and workflows are consistent across devices to ensure minimal training requirements for users.

6. INTEGRATION AND APIS

The platform provides secure APIs to allow integration with:

- Payment gateways
- Shipping and logistics providers
- ERP and CRM systems
- Reporting and analytics tools

APIs allow automation of product updates, orders, inventory, and customer data while maintaining strict access controls.

7. SECURITY AND COMPLIANCE

Nymo Store follows recognised security best practices, including:

- Data encryption in transit and at rest
- Role-based access control
- Multi-factor authentication for management access
- Regular vulnerability scanning and patching

The service is designed to support GDPR, UK government cloud security principles, and ISO 27001-aligned controls.

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8. HOSTING AND RESILIENCE

The service is hosted on resilient public cloud infrastructure with:

- Auto-scaling resources
- Load balancing
- Multi-region availability
- Regular backups and disaster recovery processes

This ensures high availability and protection against infrastructure failures.

9. SUPPORT AND SERVICE MANAGEMENT

- Nymo Store includes:
- Online documentation and knowledge base
- Email and ticket-based support
- Optional priority and premium support tiers
- Incident and outage reporting
- Support processes are aligned with IT service management best practices.

10. DATA MANAGEMENT AND EXIT

- Customers retain full ownership of their data. At contract end:
- Data can be exported via the admin interface or API
- Exports are available in open formats (CSV, JSON, XML)
- Data is retained for a defined period to support transition

11. SUITABLE USE CASES

- Nymo Store is suitable for:
- Public sector organisations offering digital commerce services
- Educational institutions selling courses, events, or merchandise
- Local authorities and arm's-length bodies
- Charities and not-for-profit organisations

12. CONTACT DETAILS

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