

From Uncertainty to Confidence: What Switching to Access Looks Like for Care Providers



Expert: **John Romaines, Onboarding Lead TAG**

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Switching care software doesn't have to be a headache. With the right onboarding support, what feels like a daunting transition can become a smooth step towards better, more efficient care.

We spoke to John Romaines, Onboarding Leader at The Access Group, about what providers can expect when making the switch, how onboarding is tailored to different care settings, and how the right support can make all the difference.



Q. Many care providers worry that switching software will be disruptive. How does Access ensure a smooth and stress-free transition during the onboarding phase?

We have **dedicated onboarding consultants by your side**. They'll learn how your service runs, configure the system around your workflows, and train your team in a way that actually **fits around care delivery, not the other way around**. At every stage of your journey with Access you will also be aided by our adoption specialists who will check in to ensure the implementation is always on track.



 Ask the Expert

Q. From your experience, what are the most common fears or misconceptions providers have about changing software systems, and how does Access address them?

The fears are always the same - staff won't take to it, data will get lost, and the timing's never right.

What I've seen is that **staff resistance usually isn't about the software.**

It's about change being done to them rather than with them. Get them involved early and it rarely becomes the problem people expect.

And timing? There's never a perfect window. That's why we phase it around your service, not ours. If the dates we provide for your project don't work then we are more than happy to rearrange and work around you.

The providers who struggle most are usually the ones who've been let down before. A dedicated consultant who stays with you through the whole journey changes that completely.





Q. Given that every provider's onboarding journey can look a little different, how would you describe the overall process new customers can expect when getting started with Access?

All projects are delivered as a Flightpath which is a **pre-defined implementation journey with standard check points**. Despite this we take the time to understand the customer's business processes and incorporate these into the training programme to ensure it is relevant and ensures the customer gets value from their product quickly.



Q. What level of hands-on support do new customers receive during onboarding?

Customers have a **dedicated onboarder for their product journey** who stays with them from the project kick off through to being handed over to our support teams at the end of the project. During this time they are assisted by our adoption specialists who are on hand to help resolve any queries. Added to this at all times customers have access to all the digital content such as video walkthroughs, checklists and support guides.



Q. What timeline can customers typically expect for a full onboarding process, and what factors influence how quickly they can go live?

The timeline depends on the product and level of Flightpath that has been chosen. Realistically you're looking at around 8 – 10 weeks from starting the project to being able to use the software in a live capacity. As soon as training commences customers will be able to start adding data in preparation for go live. It really depends on how much time a customer can spend on the new implementation as to how quickly they can go live. Our training programmes are designed so they don't overwhelm by trying to go too quickly as we're aware customers have other tasks they need to complete.



Q. Does Access offer training for staff at different levels, from frontline carers to managers, and how is this training delivered?

Access have delivered **training successfully to thousands of customers in the Care Sector**. All of our consultants have a vast wealth of experience delivering training to all levels. Our training programme is based on a Train the Trainer approach and covers all areas of the software solution enabling our customers to make any changes they need to ensure the software adapts as the customer grows.



Q. Once onboarding is complete, what long-term support and resources are available to ensure customers continue to get value from the software?

We're fortunate we have our Customer Success Managers and Technical Support Managers who genuinely know the software and the sector, a lot of them have worked in care themselves, which makes a real difference.

Beyond that, there's a growing library of monthly webinars you can attend live or catch whenever suits you, an in-product support agent that answers questions instantly, and a customer community where providers share questions and best practices with each other and our teams.

It's support that grows with you, not just gets you over the line.

Q. Finally, what advice would you give to a care provider who knows they need to upgrade their system but feels hesitant about making the switch?

The hesitation is completely understandable, but in my experience, the providers who delay the decision end up wishing they'd made the move sooner.

What I always say is: **you won't be doing this alone.** We're with you every step of the way, and within a couple of months of going live, the difference in how your team works is usually pretty striking, information in real time, assessments completed on the spot with Smart Notes, admin time that just disappears.

Practically speaking, **we always recommend dual running in one area first, including that initial payroll run.** It keeps things manageable, means any tweaks can be made quickly, and helps bring staff along with you rather than throwing everyone in at the deep end.

The system you need already exists. The hardest part is usually just deciding to start.



Switch with confidence. Care with confidence.

Changing care software is a big decision, but the right support can make the transition simpler, smoother and less disruptive.

Access supports care providers throughout the onboarding journey, from implementation and data migration to training and ongoing support, helping teams get up and running with confidence.

Because switching systems shouldn't slow your care down. It should help move it forward.

Let's start a conversation today and see how we can support your transition.

[Book a free, no-obligation call](#)

