

Access WMS Services Catalogue

At Access we pride ourselves on the depth and breadth of skills across our 400 certified professional services employees. These Consultants, Programme Managers, Project Managers, Trainers and Solution Architects are here to provide you with the industry expertise and product best practices that help you deploy, adopt, operate and integrate our market leading software applications. Either on-premise, or in the Cloud. Our Professional Services teams help hundreds of customers like you, every week, to improve their productivity, increase their efficiency and ultimately provide them with the freedom to do more.

Consulting Service options

Service	Description	Customer Outcome	Pricing
On Site Consultancy	Upton 6.5 hours consultancy per day, delivered on site.	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Remote Consultancy	Full day, half day and hourly rate remote consultancy	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Session
Project Management	Time to manage the timings of the project to provide an update on progress that has been made and ensure everything is on track.	Professional Project management providing clients to support they require to implement their projects successfully	Per Day
Solution Architect	Time to create technical solution design and integrations for complex, multi-product, multi-department solutions	Minimised risk for highly complex, large scale projects	Per Day

Professional Services

Service	Description	Customer Outcome	Pricing
Implementation Review	Review of operational procedures using existing software and workflows and discussion of future aspirations.	Day 1: On site review of operation, meeting with key process owners and discussion of future changes. Day 2: Remote write up of "as-is" and "to-be" situation with suggestions of changes to help achieve your goals.	2 Days
New Operation On-Boarding	If you have purchased a new facility, are planning to move or have acquired a new business; we can provide guidance on how to expand your existing system.	Day 1: On site day to review the new facility or business and the current picture of your WMS usage. Day 2: Remote day to document recommended changes, services and process to on-board the new site in WMS.	2 Days
New Customer On-Boarding	If you have acquired a new customer and wish to bring their product definitions or stock into WMS, or set up EDI links. Subject to 1 hour FOC call to discuss requirements and use of time.	Desired outcome agreed by client and consultant.	Per Day
Upgrade or Migration Scoping	Detailed review of existing operational system use and risk areas during upgrade. Mandatory for customers on versions prior to 8.13.	Day 1: On site operational review of "as-is" processes and risk assessment of upgrade. Day 2: Formal documentation of "as-is" processes and risks during upgrade. Detail services quote for upgrade produced.	2 Days
Upgrade of Access WMS to latest version	Upgrade of Access WMS to the latest release version. Includes deployment, testing support and go live support. This service can be delivered remotely or on site. Please contact us for a bespoke quote. Subject to a 1 hour FOC call to agree requirements and service days.	System is upgraded to the latest released version of Access WMS in a controlled and risk minimised manner.	POA
Migration of Access WMS to new server	Migration of Access WMS to new infrastructure. Includes deployment, testing support and go live support. This service can be delivered remotely or on site. Please contact us for a bespoke quote. Subject to a 1 hour FOC call to agree requirements and service days.	System is migrated to new structure under a controlled and risk minimised manner.	POA
RF Module Implementation	Implementation of the Access WMS RF Module to an existing "paper based" customer. Includes the services required to install, configure, train and support. This does not include any licensing or hardware.	Implementation of the RF Module, typically: Day 1: Remote Installation and Testing Day 2: On site training on new work flows. Day 3 - 4: On site UAT Support following client testing. Day 5: On site Go Live support	5 Days

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
Remote User Training	Training delivered remotely via screen sharing and conference call. Flexible start and end times to fit with your business requirements.	Enable new super users or existing super users requiring a refresh of their knowledge to be able to effectively use Access WMS to manage their warehouse operations.	Per Session
Super User Training	On Site training covering the core Access WMS work flows and system functionality: Navigating WMS, the Warehouse Map, Reporting Suite, Goods In, Goods Out, Stock Transfers, Stock Checks, Stock on/off hold. Please note: This does not cover 3PL functionality Maximum of 4 delegates who will require access to the software for the duration of the training.	Enable new super users or existing super users requiring a refresh of their knowledge to be able to effectively use Access WMS to manage their warehouse operations.	1 Day
3PL Super User Training	On Site training covering Access WMS's 3PL functionality: Creating and maintaining stock accounts, defining charge groups, configuring Rental, RHD, Sundry and Flat Rate charges, creating charges and creating invoices. Please note: This assumes the delegates are familiar with the core Access WMS functionality Maximum of 4 delegates who will require access to the software for the duration of the training.	Enable new super users or existing super users requiring a refresh of their knowledge to be able to effectively use Access WMS to manage their 3PL Accounts, charging and invoicing needs.	1 Day

Crystal Reports Training	<p>On Site Crystal Reports training for WMS. How to amend and create reports. How to add reports into WMS.</p> <p>Typically this is purchased alongside "Querying WMS"</p> <p>Maximum of 2 Delegates. Each Delegate should have Crystal Reports installed and have access to their Access WMS database.</p> <p>Delegates should be familiar with Access WMS and its core concepts and work flows.</p>	<p>Delegates are able to amend and create crystal reports querying WMS. For example: They should be able to tailor a despatch note for a new customer or create a new physical stock report</p>	1 Day
Querying WMS	<p>On Site SQL Query training for WMS. Details of the core Access WMS data structure and examples of common queries, such as stock levels or user activity.</p> <p>Typically this is purchased alongside "Crystal Reports Training"</p> <p>Maximum of 2 Delegates. Each Delegate should have SQL Server Management Studio installed and have access to their Access WMS database.</p> <p>Each delegate should have some experience with writing SQL and rudimentary knowledge of database concepts (tables, joins, primary keys). Delegates should be familiar with Access WMS and its core concepts and work flows.</p>	<p>Delegates are able to query the Access WMS database and have a practical knowledge of the data structure used.</p>	1 Day
Addition of Standard Access WMS interfaces	<p>Installation and configuration of standard interfaces into Access WMS. Discussion of usage and required file specification. Test files imported to verify work.</p>	<p>Following the remote day you will be able to import Orders, Pre-Receipt and products into WMS. WMS will be able to export Putaway, Pick, On/Off Hold and adjustment notifications.</p>	1 Day
Bespoke File Mapping	<p>File mapping of external file formats to/from Access WMS's standard file specification.</p> <p>This time is indicative of 1 file format mapping of medium complexity.</p> <p>Subject to a 1 hour FOC call to agree requirements and service days.</p> <p>This assumes the external party will be available on all service days to verify requests and verify files have been mapped correctly.</p>	<p>Typically</p> <p>Day 1: Remote documentation of file format and the mapping used to change it to/from Access WMS's Standard specification.</p> <p>Day 2+: Remote production of the mapping program and deployment to site.</p>	Per Day
Integration Workshop	<p>Discussions with external providers on interfacing to and from Access WMS. Used to facilitate larger integration projects.</p> <p>This is required for all integration projects with more than two files being mapped.</p>	<p>Typically</p> <p>Day 1: On site workshop to agree integration flow and touch points, which party will map and potential services required.</p> <p>Day 2: Remote write up of integration workshop, proposed changes and process flows, and quote for any additional services required.</p>	2 Days
Data Imports	<p>Import of new data into Access WMS, such as:</p> <ul style="list-style-type: none"> Locations and Areas Import Product Import Account Import Stock Balance Import <p>Subject to a 1 hour FOC call to agree requirements.</p>	<p>Desired outcome agreed by client and consultant.</p>	Per Day
Data Modification or Removal	<p>Modification or removal of existing data from Access WMS, such as:</p> <ul style="list-style-type: none"> Removing legacy products Removing legacy accounts Removing old user accounts Truncating Task or Transaction History Amending Location Configuration Amending Area Configuration <p>Subject to a 1 hour FOC call to agree requirements.</p>	<p>Desired outcome agreed by client and consultant.</p>	Per Day

Mission Critical Services

Service	Description	Customer Outcome	Pricing
On Site Support	<p>On site support during peak period, such as Black Friday or Cyber Monday.</p> <p>For core working hours only, Monday - Friday 09:30-17:00</p>	<p>Provide initial point of contact to triage queries or issues during periods of exceptional activity or as large amount of new or temporary staff are utilised.</p>	Per Day
On Site Support - Weekend or Out of Hours	<p>On site support during peak period, such as Black Friday or Cyber Monday.</p> <p>Outside of normal working hours, Weekend, Bank Holiday or 17:00-09:30</p>	<p>Provide initial point of contact to triage queries or issues during periods of exceptional activity or as large amount of new or temporary staff are utilised.</p>	Per Day OOH Rate

Development and Integration Services

Service	Description	Customer Outcome	Pricing
Bespoke Report Creation	<p>Remote report writing to create a bespoke report or label based on your requirements. Typically this is a new stock report, a new despatch note or new user activity report.</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	<p>Desired outcome agreed by client and consultant.</p>	Per Day
Major Report Amendments	<p>Major changes to an existing report or label within Access WMS, such as:</p> <ul style="list-style-type: none"> Significant layout changes, paper resizing, "rebranding", new functionality or calculations, conditional functionality. <p>Carried out remotely.</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	<p>Desired outcome agreed by client and consultant.</p>	Per Day
Minor Report Amendments	<p>Minor changes to an existing report or label within Access WMS, such as:</p> <ul style="list-style-type: none"> Adding a logo, adding single fields, adding a barcode, minor layout changes. <p>Carried out remotely</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	<p>Desired outcome agreed by client and consultant.</p>	Per Hour

Creation of an Excel Query	<p>Creation of an excel sheet that retrieves data directly from the Access WMS database, such as: Available locations, outstanding orders, operator summaries.</p> <p>Carried out remotely</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	Desired outcome agreed by client and consultant.	Per Hour
Creation of a Data View	<p>Creation of a SQL Data view to be used for bespoke reporting. Carried out remotely.</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	Desired outcome agreed by client and consultant.	Per Hour
Addition of Standard Access WMS interfaces	<p>Installation and configuration of standard interfaces into Access WMS. Discussion of usage and required file specification. Test files imported to verify work.</p>	Following the remote day you will be able to import Orders, Pre-Receipt and products into WMS. WMS will be able to export Putaway, Pick, On/Off Hold and adjustment notifications.	1 Day
Bespoke File Mapping	<p>File mapping of external file formats to/from Access WMS's standard file specification. This time is indicative of 1 file format mapping of medium complexity.</p> <p>Subject to a 1 hour FOC call to agree requirements and service days. This assumes the external party will be available on all service days to verify requests and verify files have been mapped correctly.</p>	<p>Typically Day 1: Remote documentation of file format and the mapping used to change it to/from Access WMS's Standard specification. Day 2+: Remote production of the mapping program and deployment to site.</p>	Per Day
Integration Workshop	<p>Discussions with external providers on interfacing to and from Access WMS. Used to facilitate larger integration projects.</p> <p>This is required for all integration projects with more than two files being mapped.</p>	<p>Typically Day 1: On site workshop to agree integration flow and touch points, which party will map and potential services required. Day 2: Remote write up of integration workshop, proposed changes and process flows, and quote for any additional services required.</p>	2 Days
Standard Scheduled Report in Task Centre	<p>Build and deployment of a new scheduled report, such as: Daily Stock Report Daily Transaction Report Daily Goods In Daybook Daily Goods Out Daybook Daily Stock Movements Daily Stock Adjustments</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	One task from the "Access WMS - Task Centre Standard Task List" Pre-built tasks that are quick to deploy.	Per Hour
Standard Automated Alert in Task Centre	<p>Build and deployment of a new scheduled report, such as: Low Stock Alert Short Pick Alert Stock Nearing Expiry Alert</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	One task from the "Access WMS - Task Centre Standard Task List" Pre-built tasks that are quick to deploy.	Per Hour
New Bespoke Scheduled Report in Task Centre	<p>Build and deployment of a new scheduled report, such as: Stock Report Movements Report Performance Report</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	Using an existing Access WMS report, create the daily/hourly scheduled email of the report (attached as a PDF) to certain email addresses.	Per Day
New Bespoke Automated Alert in Task Centre	<p>Build and deployment of a new automated alert email, such as: Stock reaching SBD expiration Stock falling below re-order levels Empty locations Pickfaces requiring replenishment Stock Check Discrepancies found</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	Based on agreed logic, send an email to given internal users alerting of events in the warehouse. It will allow your operation to react more effectively to developing situations.	Per Day
Amendment of Existing Reports or Alerts in Task Centre	<p>Amendment of existing reports or alerts sent from Task Centre.</p> <p>Subject to a 1 hour FOC call to agree requirements.</p>	Desired outcome agreed by client and consultant.	Per Day