

## Gamma 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.

### Day Rate Service options

Service	Description	Customer Outcome	Pricing
<b>Days Consultancy</b>	Up to 6.5 hours Gamma consultancy per day, delivery methods of remote or on-site agreed ahead of work commencing.	Desired outcome agreed by the client and consultant ahead of the scheduled day.	Per Day
<b>Remote Consultancy</b>	Up to 3 hours remote Gamma consultancy.	Desired outcome agreed by the client and consultant ahead of the scheduled day.	Per 0.5 day
<b>Project Management</b>	Professional Project Management to manage the key resources, milestones, project plan, risks and issues and change on the Gamma project. To provide an update on progress that has been made and ensure everything is on track as per the project plan.	The client will receive the support and assistance they require to implement their Gamma project successfully.	Per Day

### Implementation Services

Service	Description	Customer Outcome	Pricing
<b>Gamma Installation</b>	Installation of the Gamma system to either a hosted / on premise environment.	The client will have an installed version of the Gamma system on one environment.	Per Day
<b>Creation of Additional Environments</b>	Creation of an additional Gamma environment as a copy of LIVE or TEST data. This will then provide the client with an additional system to work with (DEV/TEST).	The client can have an additional installed version of the Gamma system for Testing / Development.	Per Day
<b>UAT Testing Assistance</b>	Assistance in User Acceptance Test planning and testing approach, with advice on UAT Test Script creation.	The client will be able to produce a User Acceptance Test plan with associated test scripts as per the Requirements documentation.	Per Day
<b>Upgrade services to new Version</b>	Gamma upgrade for customer implementations with larger Data volumes and/or specific Configuration.	Upgrade from previous Gamma version to current version, to allow customers to achieve business continuity.	Per Day
<b>Migration to Hosted environment</b>	Migration of current Gamma system from On Premise environment to our Hosted platform.	The client has a serviced environment within the Access Hosted platform.	Per Day
<b>Data Migration Service</b>	Importing of data from 3rd party systems into Gamma. The approach is Data Assistance only.	The client receives automation of Data import into Gamma.	Per Day

### Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
<b>User adoption review</b>	Let us do an on-site user adoption review to ensure your employees are getting the best outcomes from your Gamma investments.	An action focused report showing your adoption maturity of the solution, any quick resolutions and longer recommendation resolutions or actions to increase your ROI (Return on Investment).	Per Day
<b>General User Training</b>	Standard training on any Gamma module provided as face to face classroom style training, with structured delivery, with up to 6 staff.	The trainee will be able to use the Gamma module functionality as described in the course description.	Per Day
<b>Administrator Training</b>	Training on the Administration functions behind Gamma, recommended for Super Users, the local Administrator or DBA.	The trainee will be able to perform system administration (accounts and settings) including all the high level module functions as well as the more advanced system tools.	Per Day
<b>New Features Assistance</b>	Following an upgrade you will learn about new features added to the system. This session is designed to provide an understanding the best method of implementing them.	Moving the system to use the new standard functionality as much as possible and maximise use of the standard software features.	Per Day

### Mission Critical Services

Service	Description	Customer Outcome	Pricing
<b>Backup/restore strategy review</b>	An audit to review the physical backup and ability to restore those backups in the event of a system failure, failed upgrade, database corruption, or cyber attack.	Minimise the risk of one losing access or historical data of one of your core business applications.	Per Day
<b>Disaster Recovery review</b>	This more comprehensive service incorporates a review of your backup and restore strategy, but extends to review system interdependencies such as 3rd party links and review your strategies for auto-failover.	Minimise the risk of one losing access or historical data of one of your core business applications and ensure any investments in disaster recovery are maximised.	Fixed Price
<b>Data Restoration Service and Disaster recovery</b>	Restore Database backup for the customer, assuming DR strategy in place and data is available.	Full Data restoration and recovery of the client's system.	Per Day
<b>Data Assessment and Purging</b>	Assessment of requirements, to review, plan and execute a Data Purging exercise.	Full Data purging of client data as per the scope of the requirements.	Per Day

### Development and Integration Services

Service	Description	Customer Outcome	Pricing
<b>Integration to 3rd Party applications</b>	Create import template specific to the 3rd party data required for import.	Client receives 3rd party integration template as per the specification.	Per Day
<b>Customised reporting</b>	Creation of Gamma report as per agreed customer specification. Discussion on requirement and delivery of report.	Client receives the required report as per the agreed customer specification.	Per Day