

Access SupplyChain 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.

For customers who have a contract with pre-paid Annual Professional Service Days, you can redeem those days for all services except for services marked with an ^A

Day Rate Service options

Service	Description	Customer Outcome	Pricing
Days Consultancy	Upto 6.5 hours consultancy per day, delivery methods of remote or on-site agreed ahead of work commencing	Desired outcome agreed by client and consultant ahead of the scheduled day	per day
Remote Consultancy	Up to 3 hours remote consultancy	Desired outcome agreed by client and consultant ahead of the scheduled day	per 1/2 day
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^A	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
Programme Management	Time to drive and own the coordination of complex, multi product, multi department projects involving one or more Project Managers	Minimised risk for highly complex, large scale projects	per day
Non-Standard Hours (Consultant / PM)	Any Consultancy / Management agreed with the client outside our normal working day is charged at double rate	Have the security of cover at specific key moments the client requires e.g. weekend upgrades	per day

Implementation Services

Service	Description	Customer Outcome	Pricing
Custom Installation^A	Based on your specific product needs we will jointly create an agreed Statement of Work to scope your product implementation and associated training needs For our more demanding and mission critical solutions we can provide implementation services around complex needs across multi-product integrations. Incorporating Programme Management, Product Management, Solution Architects and consultants, we will define the right scope and resources to help you implement the most demanding solutions.	A Project Managed Implementation with the assurance of an Access SupplyChain Consultant delivering your project from start to end.	Per Day
Enterprise Installation^A		Offers client peace of mind that at the point of disaster, they will have a plan of action to get them back up and running with minimal fuss	Per Day
Upgrade services to new Version	Upgrade from v6.5.2 to latest	Upgrade from the v6 version of SupplyChain to the latest version of SupplyChain. Taking advantages of many years of improvements in the software.	Per Day
Upgrade services to new Version	Upgrade from v7.1 to latest	Upgrade from the v6 version of SupplyChain to the latest version of SupplyChain. Taking advantages of many years of improvements and developments in the software.	Per Day
Upgrade services to new Version	Upgrade from v7.2.2 to latest	Upgrade from the v7.2.2 +version of SupplyChain to the latest version of SupplyChain. Taking advantages of improvements and new developments in the software.	Per Day
Migration and upgrade to Hosted environment	Moving the existing SupplyChain software to an Access Hosted Environment	Move all of the Access Software into an Access hosted environment. Clients now have the peace of mind that all the backups and server hardware is monitored and looked after by Access.	Per Day
Server Migration	Moving the existing SupplyChain software to another on-site premise server	Move all the required data and software from 1 server to 1 or more servers taking advantage of better spec machines and load balancing demand over multiple resources.	Per Day
Data Migration Service	Importing of data from 3rd party systems into Access SupplyChain. This can be done as a one off or on going routine	Negating the need to manually key in the data	Per Day

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
User adoption review	Let us do an on-site user adoption review to ensure your employees are getting the best outcomes from your Access SupplyChain 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
User Training	Individual Onsite Training for customer specified Modules. This can also include Crystal reports and other Access applications used to complement the SupplyChain solution. We also offer Advanced training days for products such as Crystal and Task Centre. These usually take 1 day and elaborate further on the initial 1 day basic training.	The client will receive tailored individual training in the areas that they perceive they need dedicated training for.	Per Day
Administrator Training	Individual Onsite Training for Administration of the SupplyChain Software	The client will receive tailored individual training in all areas of administration for the SupplyChain software	Per Day
Business Process review	Let us do an on-site process review to ensure you are getting the best outcomes from your Access SupplyChain investment	An action focused report showing any quick resolutions and longer recommendations resolutions or actions to increase your ROI (Return on Investment)	Per Day
New Features Assistance	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 1/2 Day
On-Boarding New Operations	Review of the new site move / business requirements and document the changes required	The client will receive a document that includes the recommended changes, services and process to on-board the new site in SupplyChain.	Per Day

Mission Critical Services

Service	Description	Customer Outcome	Pricing
Backup/restore strategy review	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	Fixed Price
Disaster Recovery review	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

Development and Integration Services

Service	Description	Customer Outcome	Pricing
Integration and Automation^A	Using our suite of Business Process Automation and Integration tools we can help you integrate your Third Party or In House systems with Access SupplyChain. Our experts will design and build the solution to your requirements, integrating with a range of technologies including, but not limited to, CSV, Excel, Flat Files and Web Services. Each integration can be delivered as continuous, scheduled or on demand solution and can be installed either on premise or within our cloud environment.	Streamline your processes to save time, money and remove the need to re-key data, while reducing errors and releasing you and your employees to focus on what's important. Whether its Customers from Sales Force, Orders from Magento or feeding data to your internal forecasting system, we can help you realise the benefits from having all your systems working together.	Per Day

Bespoke Features / User Interface^A	Have you ever thought "If only my system did this"? We can extend your Access SupplyChain system to fit your specific business processes, extending existing functionality and creating entirely new business workflows. We will work with you to design, build and implement the solution to help you unlock new opportunities and drive your business forward.	By optimising your processes and systems, and tailoring them to your needs, we can help you save time, money and free you and your employees to focus on what's important, giving your business the space to grow.	Per Day
Work Flow Form Development^A	Do you have business critical processes that are still managed using Excel spreadsheets, legacy software or paper based processes? Using our cutting edge business process development tool "Work Flow Forms" we can design, build and implement new business work flows and replace your legacy processes. Workflow forms can be embedded within Access SupplyChain allowing a seamless experience for your users.	We have helped hundreds of our partners by transforming their legacy processes into modern, robust, secure, supportable and centralised solutions. Reducing costs and time, improving auditing, allowing electronic approval and email alerts.	Per Day
Custom Report Writing	We will scope and document any new custom reporting requirements. Deliver a concise scoping document and a clear plan of work to be undertaken. A more detailed customisation plan can be sent on request but may not be possible until the initial scoping has been completed.	Any new reporting requirements can be added to the SupplyChain system	Per Day
Report Modifications	We will scope the changes required, make the change and get the client to sign off the report as complete. A single report change involving a logo and static data will take 1-2 hours.	Reporting changes will be implemented into the SupplyChain system.	Per Hour
Custom TaskCentre Tasks	We will scope and document any new custom TaskCentre requirements. Deliver a concise scoping document and a clear plan of work to be undertaken. Examples Automated Statements or Invoicing	Any new bespoke TaskCentre alerts will be written by an Access SupplyChain consultant and delivered to the client specifications	Per Day
TaskCentre Task Modifications	We will scope the changes required, make the change and get a sign off agreement to ensure the client is happy with the modification. Most small changes are around 1-2 hours subject to a short scoping session.	Task changes will be implemented into the TaskCentre software.	Per Hour
Pre-Defined Task Centre Tasks	Pre-defined and written TaskCentre tasks, list of current tasks can be provided.	The customer can pick from a list of new TaskCentre tasks that can be added to the existing SupplyChain Solution to automate and/or alerts on key areas. These include changes to bank details, PO Expediting reporting/emailing, Stock expiry based on X days and others.	Fixed Price
Access Office Integration to SupplyChain	Pre defined and written AOI views for use specifically with Stock, Sales Orders, Works Orders, Purchase Orders & Lots. Plus Margin reporting and training.	The customer can pick from a list of new SupplyChain views that can be added to the existing AOI Solution to improve reporting on Stock, Purchasing, Sales and Works Orders. With Margin Analysis	Fixed Price

^AAny travel expenses charged separately