

Access Profile 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
Web API Reporting/Development Consultancy	Up to 6.5 hours consultancy per day, delivered remotely or onsite to be agreed ahead of work commencing	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Report Writing Consultancy	Up to 6.5 hours consultancy per day, delivered remotely or onsite to be agreed ahead of work commencing	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Remote/Telephone Consultancy	Up to 3 hours remote consultancy	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Business Analyst	A Business Analyst will work with you to draw up a specification for customisation or integration, and manage the implementation of the work including QA and handover into live Profile	Required for all customisation requests to ensure a smooth delivery.	Per Day

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Implementation Services

Service	Description	Customer Outcome	Pricing
Migrate historical or Profile data to Cloud	Migrate your historical (RPM) or Profile database such that it is setup on our robust servers. Discuss migration to our Cloud with your access account manager. We would be delighted to come and see you to go through this.	Move your data smoothly to the Profile Cloud offering	Per Day
Workspace Setup	Profile Onboarding consultancy to implement Workspace for your users	Our consultant will ensure you have the support needed to take your workspace system live	Fixed Price
Project Management	Your assigned Project Manager will undertake project planning, provide updates on progress made keeping the project implementation on track	Professional project management providing clients with the support they require to implement their projects successfully	Per Day
Implementation Consultant	Consultancy expertise provided to scoping your business needs. This may be as one off ad hoc days, multiple days for BAU or for Projects which require scoping for multiple systems	In a world of rapid technology evolution we enable our clients to make better decisions about their technology which fuels their success. This service will offer you expert advice on highlighting where your business can be improved with software and process to increase both productivity and profit. A follow up will be made in writing and this may result in a specification being written for any agreed development.	Per Day
Out of hours Upgrade	Upgrade Profile to the latest version - on premise / self hosted client only	Reduce business downtime via out of hours work	Fixed Price
Data Migration Service	Importing data from 3rd party systems into Access Profile. This can be done as a one off or on going routine. See Development Services section lower down for more detail	Negating the need to manually key in the data	Per Day
Profile Mobile Installation	Install Profile Mobile webservice ready for use with the app	Connection to Profile Mobile App for on the go access	Fixed Price
Export / Integration Installation	Installation of export, payroll/invoicing integration, data feed or telephony / SMS integration		Fixed Price
Standard Multi-poster integration installation	Integrations for Broadbean, Idibu, Logic Melon		Fixed Price

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Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
1-1 Online Training (over the phone)	Sessions booked with a trainer to train on topics specific to the user, delivered via an online conference software. Hourly sessions with up to 2 people and one trainer.	Get user support to help your agency make marginal gains on improving your use of Profile	Fixed Price
User or Systems Admin Training (Client Site)	Customised or pre defined training courses delivered in our client offices (Up to 6 people)	Get your workforce working smarter and more efficiently without the need to leave the office.	Per Day
User or Systems Admin Training (Access Office)	Customised or pre defined training courses delivered in our Training Centre (Up to 6 people)	Get your workforce working smarter and more efficiently. They do their learning at one of our training venues away from your office and distractions.	Per Day
E-Learning Course	Remote online learning available. Internet connection is required.	Get your workforce learning the database in their own time and at their own pace - provided on demand.	Fixed Price
User or Systems Admin Training - Open Courses	Send one or more users to our open courses at an Access office. Enquire with the training team for dates and locations. This service includes a buffet lunch and refreshments.	Full classroom training at a cost effective per user price.	Fixed Price
User Adoption Review	Let us do an onsite user adoption review to ensure your employees are all getting the best outcomes from your Access Profile investments	This is a great option if you are new to Profile and need assistance with setting up Profile and would like help adopting the Profile recruitment software	Per Day
Health Checks	This is an excellent option if you have been using Profile for a while and are interested in discovering quick wins, new faster ways of working and best practice within the software.	This is an excellent option if you have been using Profile for a while and are interested in discovering quick wins, new faster ways of working and best practice within Profile. A follow up will be made in writing.	Per Day
Workshops	Tailored workshops designed by you and our CSM in order to build an efficient day to maximise training and implementation of discoveries during the Health check	Tailored workshops designed by you and our CSM in order to build an efficient day/s to maximise training and/or implementation of discoveries during the Health check	Per Day

Workflow Process Analysis	Our CSM will sit down with you and your key users/system owners and run through your candidate journey, client journey and recruitment processes from start to finish in order to offer improved ways of working and time saving tips. As well as discovering ways Profile can speed up/automate processes	Our CSM will sit down with you and key users/system owners and run through your candidate Journey, client Journey and recruitment processes from start to finish in order to offer improved ways of working and time saving tips. As well as discovering ways Profile can speed up/automate processes. A follow up will be made in writing.	Per Day
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Mission Critical Services

Service	Description	Customer Outcome	Pricing
Backup Verification	A full validation for customers who host Profile or RPM on their own or 3rd party IT solutions. Confidence in the ability to restore service in the event of hosting failure, cyber attack or any disaster recovery scenario.	Peace of mind that one of your most valuable assets, your data is recoverable in the event of a unforeseen circumstance.	Fixed Price
Profile Database Server Migration	Migrate your database to a new server. This service includes moving the Sybase database from your current server to a new one and includes setting up Profile with its dependant components. Normally best approached with a test migration first, followed by a planned go live once Profile has been tested and confirmed working.	Peace of mind that your server move will be handled by n Profile expert for a smooth, fully planned migration.	Fixed Price
MySMS integration	Integration to the MySMS Service	Send SMS messages directly from Profile though your MySMS account.	Fixed Cost

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Development and Integration Services Options

Service	Description	Customer Outcome	Pricing
Data Export to CSV File			
Profile Database Export to CSV	Exporting client and contact data to CSV format. Link files to be zipped up	At Profile we know our data well. We can export data into a specific format to make it easily compatible with other software.	Fixed Cost

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Exports and Integrations - Pre Consultancy

Standard Payroll / Invoicing export or integration	Standard exports to Tempaid, InTime, Sage Payroll, Sage Accounts, Sage 200, Access Pay & Bill, ETZ, Anfold Timesheet Portal	Exports validated data files to be imported into the payroll/invoicing system, updates statuses of exported data. Standard export, with no customisation	Per hour/day
Standard Xero Sales Invoice Export	Standard Export to Xero browser based invoicing for perm and temp (including purchase invoices for services). This includes installation, data sync and a handover from one of our consultants to get you going.	Export directly to Xero with a click of a button .	Per hour/day
Customisation of standard Exports	Any customisation of the above standard exports		Per hour/day
Customisation of Cube19 / OneUp feed	Any non standard customisations to the above data feeds		Per hour/day
Third Party Export / Integration	Export/integration/data feed to 3rd product. We can scope and build based on requirement.	Integrate with another provider not in one of the above lists.	Per hour/day
SMS (SMTP->SMS Gateway)	Integration to most SMTP->SMS gateways	Send SMS messages directly from Profile though your SMS provider's email gateway	Per hour/day
SMS (non SMTP Gateway integration)	Integration to other SMS Services. A technical consultant will assess the feasibility of implementing click to dial to your telephony system, and if possible, build the integration.	Send SMS messages directly from Profile though your SMS provider's integration point.	Per hour/day

Telephony - Pre sales Consultancy

Other click-to-dial	A technical consultant will assess the feasibility of implementing click to dial to your telephony system, and if possible, build the integration.	Dial your phone directly from a Profile contact/candidate record	Per day
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Bespoke Development Services

Additional Intelligent Report / Hub counters	A Business Analyst will work with you to draw up a specification for your report, and manage the implementation of the work including QA and handover into live Profile		Per day
Bespoke Profile Features	A Business Analyst will work with you to draw up a specification for your requirements, and manage the implementation of the work including QA and handover into live Profile.		Per day
Workflow Automation	Some examples of bespoke enhancements are below, but many other options are available. Please discuss your requirements with us. Automatically email documents / requests and monitor for responses. Update events in Profile. Etc		Per day
Additional data / screens	Bespoke screens for storing non standard information on candidates, contacts, or anything else.		Per day
Integrations to 3rd party systems			Per day
Document Generators	Create branded documents from templates, existing documents, Profile data, etc. Have these added directly to Profile multimedia for editing, or converted to PDF for emailing.		Per day

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