access Expense **Services Catalogue**

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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
Days Consultancy	Up to 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 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

Implementation Services

Service	Description	Customer Outcome	Pricing

Based on our years of software deployment expertise, we have defined our FlightPath methodology for Access Expense. This fixed price, low-risk implementation package standardises your implementation journey based on our best practices and are designed to deliver timely value to you and your colleagues. For more details see www.theaccessgroup.com/flightpath-overviews/

Service	Description	Customer Outcome	Pricing
FlightPath A	Implementation of Access Expense for small to medium customers to simplify & automate core processes around submission, approval and payment of employee expenses	**Included FlightPath Services** User Management, Approval Routes, Expense Types (inc. Mileage), Tag Types (up to 2 types), Custom Export, Access Financials Integration, Training for administrators in key areas included **Excluded FlightPath Services** Projects & Task configuration, Credit cards, Dimensions connection, Duty of Care, Above 2 Tag Types	Fixed Price
FlightPath B	Implementation of Access Expense for small to medium customers, who already use Access Dimensions, to simplify & automate core processes around submission, approval and payment of employee expenses	**Included FlightPath Services** User Management, Approval Routes, Expense Types (inc. Mileage), Tag Types (up to 2 types), Custom Export, Dimensions connection configured, Training for administrators in key areas included **Excluded FlightPath Services** Projects & Task configuration, Credit cards, Duty of Care, Above 2 Tag Types	Fixed Price
FlightPath C	Implementation of Access Expense for medium customers or those who wish to use a broader scope of available functionality to simplify & automate core processes around submission, approval and payment of employee expenses	**Included FlightPath Services** Projects & Tasks configuration, Credit Card Configuration, Company Policy Message, Duty of Care,Tag Types as required, Training for administrators in key areas included **Excluded FlightPath Services** All non-flightpath specific tasks typically associated with enterprise	Fixed Price

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
Administrator Training	1 hour training covering all key areas for administration of expense (maximum 3 delegates)	Enable new administrators or existing administrators requiring a refresh of their knowledge to be able configure and develop the software to meet their needs.	Fixed Price
Dimensions Plug-in Configuration	Additional installation of Dimensions plug-ins as required	Enable the integration between Dimensions and Access Expense	T&M
Credit Card Training	Explanation of both methods (import & manual entry) and a guide on how to set them up and match/submit the lines	Administrator should be able to upload first import or match individual credit cards before starting to submit Credit Card claims	Fixed Price
Project & Task Training	Explanation of upload process and how filters can be applied, as well as how to request the details based on Expense Type	Administrator should be able to upload both Project & Task Import files and setup the Expense Types accordingly	Fixed Price
End User Champion Training	Agreement to train up to 4 End User Champions to then knowledge share and train end users / assist administrators (submitting, approving etc)	Particularly useful in larger organisations, this can ease demand on Administrators as Champions train end users/line managers	Fixed Price
Enterprise Documentation Creation	Creation of collateral for Enterprise customers to cover bespoke requirements specific to the environment.	Customised documentation which acts as a safeguard against knowledge loss within larger accounts.	T&M
Bespoke Consultancy	Any consultancy required to be conducted on behalf of the customer. For example, Emergency Admin/Data entry, Reconfiguration etc. Please contact Onboarding with requirements for quotation	Desired outcome agreed by client and consultant	T&M

*Any travel expenses charged separately

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