

access TeamSeer 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
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
<p><i>Based on our years of software deployment expertise, we have defined our FlightPath methodology for Access TeamSeer. 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/</i></p>			
FlightPath A	Implementation of Access TeamSeer for small customers requiring a very "light touch" system with a reduced scope of functionality with no customisation or consulting experience.	<p>Included FlightPath Services Implement core processes including: User Data Upload, 1 hour of Basic training Standard Leave Types, Workspace Invites Sickness Button only</p> <p>Excluded FlightPath Services Unplanned Absence Module, Customised leave types, Historic Absence Detail, Hourly Workers, Locales, Nightly File, Single Sign On</p>	Fixed Price
FlightPath B	Implementation of Access TeamSeer for small to medium customers to simplify & automate core processes around request, approval, tracking and analysis of employee leave.	<p>Included FlightPath Services Includes all of flight path A plus: 2 calls – launch after 2nd, All of HR Admin covered Custom Bank Holidays, Extra Leave Types/Categories Extra TS specific email, UAM switched on</p> <p>Excluded FlightPath Services Historic Absence Detail, Hourly Workers, Locales, Nightly File, Single Sign On</p>	Fixed Price
FlightPath C	Implementation of Access TeamSeer for medium sized customers or those who require a broader scope of the functionality available to simplify & automate core processes around request, approval, tracking and analysis of employee leave.	<p>Included FlightPath Services Includes all of flight path B plus: Hourly Workers and Custom Work Patterns Standard Company Add-On's, Groups and Super groups Creation Locales, Outlook Sync</p> <p>Excluded FlightPath Services Historic Absence Detail, Nightly File, Single Sign On</p>	Fixed Price

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
Foundation Administrator Training	Covers key areas for administration of TeamSeer. Designed for new Administrators or those requiring a refresher. (maximum 3 delegates)	You will understand processes from user and approver perspective You will be able to confidently administer the system and deal with typical end user queries You will successfully be able to navigate the software You will be able to run basic reports on your calendar data	Fixed Price
Advanced Administrator Training	Builds upon Foundation Administrator Training with more advanced concepts such as Reports & Charts. Also covers other useful areas to develop existing use such as Locales and understanding any changes to business needs and how to implement in TeamSeer. Delegates must have a working knowledge of Administering TeamSeer and 6months to 1 year experience is recommended (Maximum 3 delegates)	Ability to run advanced reports and charts Awareness of additional features in TeamSeer such as out of office monitor and alerts Review of in-depth configuration options and notifications and features	Fixed Price
User Data Upload	Bulk upload of multiple users into TeamSeer and guidance on allowance profile settings. Cleansed data must be returned for this service. Any additional configuration as a result of the upload will be quoted on a bespoke consultancy basis.	Your users will be added to TeamSeer for you as opposed to running the new user wizard You will receive guidance on allowance profile settings and launch emails	T&M
Rebranding	Bespoke customisation of TeamSeer branding within the scope of functionality available	Your TeamSeer account will be rebranded based on your company's branding giving your employees a familiar experience	Fixed Price
Locale Module	Enable Locale Module and a training call to explain how they work and help with setting them up.	Enable the functionality on TeamSeer to manage locales and training for the administrator to understand how to use the Locale module in conjunction with Locations.	Fixed Price
Custom Allowances	Enable Custom Allowances and a training call to explain how they work and help with setting them up.	Enable the functionality in TeamSeer to manage Custom Allowances and training for the administrator to understand how to use them.	Fixed Price
Buy/Sell Upload Form & Activation	Client to fill in upload form which we will then activate and upload into the system whilst providing training how to do so in future as required, followed by a brief discussion on how it works	Administrators will be able to perform the upload process and users are able to buy and sell holiday as required	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 Training	Training delivered to a bespoke agenda, particularly useful for line managers or those with specific roles & responsibilities who require assistance	Alleviate burden on Administrators and knowledge share with a customisable agenda (agreed in advance)	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