

FactoryMaster 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 clients 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 [^]

Day Rate Service options

Service	Description	client Outcome	Pricing
Days Consultancy	Up to 6.5 hours consultancy per day, delivery method 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 with the support they require to implement their projects successfully	Per Day
Solution Architect [^]	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

Implementation Services

Service	Description	Client Outcome	Pricing
FlightPath A for FactoryMaster [^]	Based on our years of software deployment expertise, we have defined our FlightPath methodology for FactoryMaster. This fixed price, low-risk implementation package standardises your implementation journey based on our best practices and is designed to deliver timely value to you and your colleagues. For more details see www.theaccessgroup.com/flightpath-overviews/	Implementation of a pre-configured Access FactoryMaster solution, ideal for small businesses manufacturing to order. Covers all major activities from customer orders through to invoicing. Enjoy the key benefits of the desktop application, such as stock control and full batch traceability	Fixed Price
FlightPath B for FactoryMaster [^]	Building on the service offered by Flightpath A, Flightpath B includes additional functionality and services	Implementation of a pre-configured Access FactoryMaster solution, ideal for small to medium sized businesses. Manage all supply and demand, from customer enquiry through to invoicing. Enjoy key benefits such as MRP, stock control, full batch traceability and shop floor data capture	Fixed Price
Custom Installation for FactoryMaster [^]	Based on your specific product needs we will jointly create an agreed Statement of Work to scope your product implementation and associated training needs	Implementation of an Access FactoryMaster solution configured for your needs. Ideal for medium sized businesses or those with more specific requirements not covered by the Flightpaths	Per Day
FlightPath A for Orchestrate with FactoryMaster [^]	Aligning our FactoryMaster MRP and Orchestrate Scheduling expertise we created FlightPath offerings to deliver Orchestrate Scheduling to existing FactoryMaster users. Designed to provide a basic scheduling option quickly and cost effectively	Implementation of a pre-configured Access Orchestrate solution, integrated with an existing FactoryMaster system. FlightPath A is ideal for Clients with a single capacity constraint who need a scheduling solution implemented quickly	Fixed Price
FlightPath B for Orchestrate with FactoryMaster [^]	Expanding on the FlightPath A for Orchestrate with FactoryMaster offering this option brings in another layer of functionality	Implementation of a pre-configured Access Orchestrate solution, integrated with an existing FactoryMaster system. FlightPath B supports Clients who need a scheduling solution implemented quickly that can handle both machine and labour capacity constraints	Fixed Price
FlightPath A for Capture with FactoryMaster [^]	Implementation of a pre-defined Access Capture solution, into an existing FactoryMaster system. Ideal for users who need to process large quantities of supplier invoices and would like to automate the process	Implement the following modules: FactoryMaster Data Integration, Capture Web Application, Upload Invoices to Cloud, OCR Invoice Verification, Invoice Write-Back, Auto-Matching to GRNs, Invoice Document Storage	Fixed Price
FactoryMaster Upgrade - 1	For users of FactoryMaster versions 10.1 to 11.0, Access will complete a software upgrade for you to the latest software version. This is delivered remotely, and subject to a migration/upgrade questionnaire review.	Software is upgraded to latest version and client will have the opportunity to review latest features with the consultant	Fixed Price
FactoryMaster Upgrade - 2	For users of FactoryMaster versions 11.1 and above, Access will complete a software upgrade for you to the latest software version. This is delivered remotely, and subject to a migration/upgrade questionnaire review	Software is upgraded to latest version and client will have the opportunity to review latest features with the consultant	Fixed Price
Server Migration Service	Migration of FactoryMaster from one server to another. Subject to migration/upgrade questionnaire review and up to 1 hour FOC call with consultant to discuss requirements	Move software from one server to another (newer) system.	Per Day
Data Migration Service	Importing of data from 3rd party systems into existing FactoryMaster system	Negating the need to manually key in the data	Per Day
Orchestrate Integration Upgrade	Upgrade to latest FactoryMaster and Orchestrate Integration imports and processes	Latest versions of all aspects of the products	Fixed Price

Advisory and Adoption Services

Service	Description	Client 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 FactoryMaster 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)	Fixed Price
Administrator Training	Training for a system administrator	Local system administrator knowledge	Fixed Price
FactoryMaster Introduction	Introductory training for new users	Knowledge of system navigation, overview of functional areas	Fixed Price
FactoryMaster Training - Sales Order Processing	Training focused on Sales Order Processing. Delivered as 2 x half day remote sessions	User has a deeper understanding of Sales Order Processing within FactoryMaster	Fixed Price
FactoryMaster Training - Purchase Order Processing	Training focused on Purchase Order Processing. Delivered as 2 x half day remote sessions	User has a deeper understanding of Purchase Order Processing within FactoryMaster	Fixed Price
FactoryMaster Training - Item Definition & Stock Control	Training focused on Item Definition & Stock Control. Delivered as 2 x half day remote sessions	User has a deeper understanding of Item Definition & Stock Control within FactoryMaster	Fixed Price

FactoryMaster Training - Works Orders	Training focused on Works Orders. Delivered as 2 x half day remote sessions	User has a deeper understanding of Works Orders within FactoryMaster	Fixed Price
FactoryMaster Training - SFDC set up and configuration	Training focused on SFDC set up and configuration. Delivered as 2 x half day remote sessions	User can set up and configure SFDC within FactoryMaster and has a greater understanding of this within FactoryMaster	Fixed Price
FactoryMaster Training - MRP	Training focused on MRP within FactoryMaster. Includes details on how to interpret results	User has a deeper understanding of MRP within FactoryMaster	Fixed Price
FactoryMaster Training - Crystal reporting - Basic	Training focused on use of Crystal Reports in a FactoryMaster environment. Delivered as 2 x half day remote sessions	User will be able to create and modify simple Crystal reports.	Fixed Price
FactoryMaster Training - Crystal reporting - Advanced	This is more of a workshop session to expand the abilities of someone who has been using Crystal for a while. Additional functionality will be explored as appropriate. Delivered as 2 x half day remote sessions	User will be able to create and modify more complex Crystal reports.	Fixed Price
Orchestrate into FactoryMaster Workshop	Typically this is an on site session where one of our consultants will work with your planners to resolve planning issues. This may include use of some of the more advanced Orchestrate functionality. Generally takes place following adoption of one of the Orchestrate with FactoryMaster FlightPath offerings	Users will have a more in depth understanding of Orchestrate and how it is applied to FactoryMaster sites.	Per day
Business Process review	A business process review which considers the use of FactoryMaster within your processes as they currently are and also considering future requirements	A report is produced detailing any additional software, training or consultancy requirements. Quick "wins" on the review day	Fixed Price
System health check - Summary	Your existing FactoryMaster database will be analysed and areas that would benefit from further work will be identified.	The client will receive a summary report which will provide them with an understanding of any areas of the system which require attention along with an appreciation of the impact of this.	Free to existing users
System health check - Stock and manufacturing data	The Stock and Manufacturing areas of your existing FactoryMaster database will be analysed and details provided of the records requiring attention.	The client will receive the detailed records (Stock & Manufacturing data) supporting the analysis provided by the summary report. A consultant will review the details with the client to ensure understanding.	Fixed Price
System health check - Detailed	All areas of your existing FactoryMaster database will be analysed and details provided of the records requiring attention.	The client will receive the detailed records supporting the analysis provided by the summary report. A consultant will review the details with the client to ensure understanding.	Fixed Price
On-boarding new operations	If you have purchased a new facility, are planning to move or have acquired a new business; we can provide guidance on how to expand your existing system. Day 1: On site day to review the new facility or business and the current picture of your FactoryMaster usage. Day 2: Remote day to document recommended changes, services and process to on-board the new site in FactoryMaster.	A report is produced detailing any additional software, training or consultancy requirements. Quick "wins" on the review day	Fixed Price

Mission Critical Services

Service	Description	Client 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 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	Client Outcome	Pricing
Crystal Reporting - new report or document	Remote delivery of a pre-defined crystal report. Deployment to your system.	Creation of a report based on your pre-defined and agreed requirements, allowing you to report on your chosen business requirements.	Per Day
Crystal Reporting - modify existing report or document	Remote delivery of a pre-defined crystal report amendment. Deployment to your system.	Modification of a report based on your pre-defined and agreed requirements, allowing you to report on your chosen business requirements.	Per Day
Crystal Documents	For FactoryMaster users who have no Crystal documents, we will deploy 2, 4 or 6 of the following standard Crystal documents: Sales Quotation / Sales Order Acknowledgement / Purchase Order / Works Order Route Card / Sales delivery note / Sales Invoice. We will make minor document changes and add your logo / colours. We will add on any required field from the specific document record, part number record or customer/supplier record. (Complex route card updates / detailed quotation costing are excluded from this. Customers should also consider upgrade to latest version to gain full benefits)	You will have modern looking Crystal reporting based documents. These allow for changes to be made easily to accommodate changing needs	Fixed Price