

Orchestrate 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 to 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 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
Custom Installation [^]	Based on your specific product needs we will jointly create an agreed Statement of Work to scope your product implementation and associated training needs	A standard Orchestrate system, configured, trained and implemented based on your specific requirements.	Per Day
Orchestrate upgrade 1	For users of Orchestrate v6 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.	Any custom plug ins will have been reviewed and re-compiled. Software and database will be at latest release level.	Per Day
Orchestrate upgrade 2	For users of Orchestrate v7 Access will complete a software upgrade for you to the latest software version. This is delivered remotely, and is subject to a migration/upgrade questionnaire review.	Any custom plug ins will have been reviewed and re-compiled. Software and database will be at latest release level.	Per Day
Data Migration Service	Importing of data from 3rd party systems into Orchestrate. 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	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 Orchestrate 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
New Staff Training	Training for new staff is offered from one to three days. Most Clients find two days is sufficient but this can be decided in discussion with your consultant who will review your needs and recommend the training time required	Your new planner will have the knowledge to use Orchestrate planning in a shorter timescale	Per Day
Orchestrate Shop Floor Data Capture training	Training on Orchestrate SFDC. Typically delivered via 2 half day remote sessions on previously installed SFDC system. (Installation requires 0.5 days)	Activity progress can be booked by the end users	Per Day
Orchestrate Additional Training	Training on the basic aspects of Orchestrate to include: Planning Functions Resource Groups Planning Rules, Constrained / Unconstrained Resources, Allow Overlaps, Item Production Rates, Item Setup Times, Stock, Material Dependencies, Stock Tasks, Saved Views Data Tables, Projects, Items Interface Advanced Fields, Cost & Outcomes, Locked Pegging, System Settings, Hidden Settings, Create Users, Create User Permissions, Maintenance Tasks	Users have a greater depth of understanding of the Orchestrate system	Per Day
Orchestrate Advanced Training	Training on the more advanced aspects of Orchestrate including: Demand Planner, Algorithm Manager Functionality, Campaign Planner Functionality	Users have knowledge and can use the more advanced functionality	Per Day
Orchestrate Data Import training	These sessions cover Data Imports, Order Status cycle, Data Exports, Task Status Calculations and Setting up Automated imports (Actuals)	Users have knowledge and can use the data import functionality	Per Day
Orchestrate Continuous Improvement	Orchestrate users tell us that they benefit from on-going sessions with a consultant. These take the form of review or workshop sessions where a particular aspect of functionality is explored to ensure Orchestrate is used in the most efficient way, particularly when your circumstances change	This can be tailored to suit the individual site requirements. Often a block of time is ordered and then taken over a 6 month period either remotely or on site. The outcome is a more efficient use of Orchestrate and a more skilled and knowledgeable workforce.	Per Day

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