Service Overview

FlightPath for SelectHR

Together we'll land this implementation

FlightPath your Access software journey

We believe wholeheartedly that the functionality that our software offers our customers is very important, but it is only half of the value equation, how the system is rolled out is critical if full value from your new investment is to be achieved.

We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact for some customers, this may be the first software roll out they have managed.

We recognise this and we have designed our best practice, remote first implementation services to help ensure you have a great experience and are looked after along the way, so that the whole process is less daunting… this is our FlightPath implementation approach.

In this Service Overview we explain your options and what is contained within the FlightPath Packages available to help implement your software, along with the additional services you can opt to include.
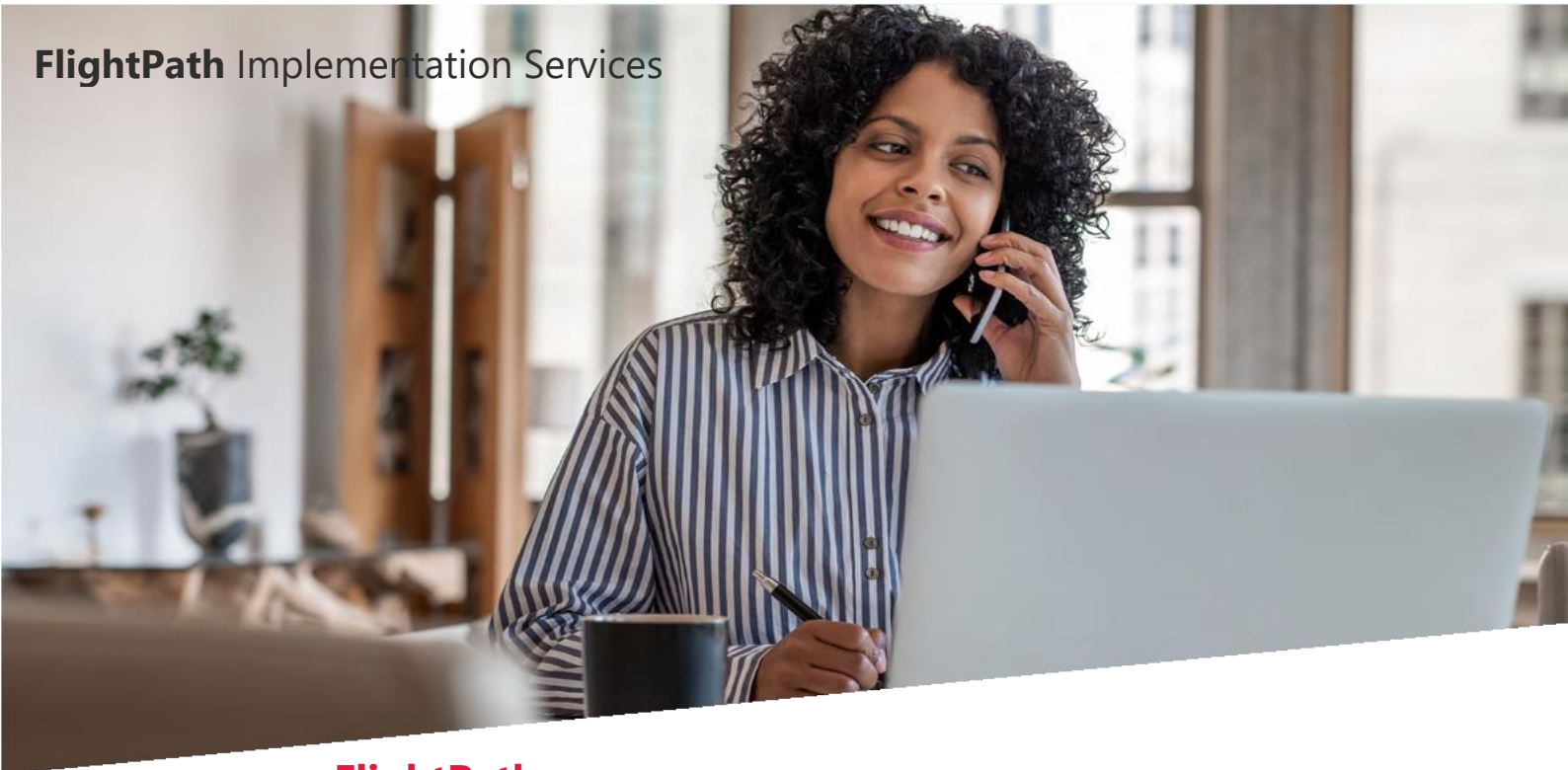
Seamless implementation, delivered 100% remotely

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e-learning, so your users can learn our products at their own pace.
Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote custom
er projects.

FlightPath:

your six-stage journey to success

We'll be sending you regular updates to keep you on track and ensure it is clear where you are on the journey - every step of the way.

6. Review
Check-in to see how you are progressing

5. Launch
Get the product into your colleagues' hands

4. Validation
Ensure all is working to your expectation

3. Learning
See what the product can do and train your colleagues

2. Preparation
Configure your systems in readiness

1. Getting started
Familiarise yourself with the process and product

You have control, but we are never far from your side.

Each FlightPath implementation programme from Access follows a well-defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

FlightPath for SelectHR

The tables below summarise what's included within the FlightPath packages. We will help you choose the package that's right for you but please review this table to ensure your understanding.

FlightPath A	FlightPath B	FlightPath C
Overview Implementation of SelectHR to simplify and automates human resource and people management functions for small organisations. Use of pre-defined functions and 4 user profiles minimises the need for our Project Governance. This path way is best suited to smaller clients or organisation looking to take the solution out of the box. Training is provided on our front end configuration. Available for hosted deployments only. Clients can opt for further configuration by Access following launch	**Overview** Implementation of SelectHR to simplify and automates human resource and people management functions for small to medium sized multi-site environments. Includes access and training the administration tool enabling organisation to begin to configure, customise certain elements to further tailor the solution to their needs. Available both on premise or hosted, organisations also benefit from the launch service, as well as Project Governance	**Overview** Implementation of SelectHR to simplify and automates human resource and people management functions for medium to large multi-site environments with extended or complex systems. Includes access and training in the administration tool enabling organisation to begin to customise certain elements of the solution. Additionally, scoping will be undertaken to enable further configuration changes to key workflows within the system Can be deployed as on premise or hosted. Project Governance is included as part of the Flight Path package
FlightPath Content **Implement core HR processes including:** Employee management, Holiday and Absence management Setup, self-service portal for employees and managers, loading of current employee data into the system. Training in the use and maintenance of the system	**FlightPath Content** **Implement core HR processes including:** Employee management, Holiday and Absence management Setup, self-service portal for employees and managers, loading of current employee data into the system. Training in the use and maintenance of the system and admin tool including menu sets, security groups, amending processes, listings and forms	**FlightPath Content** **Implement core HR processes including:** Employee management, Holiday and Absence management Setup, self-service portal for employees and managers, loading of current employee data into the system. Training in the use and maintenance of the system and admin tool including menu sets, data exports, amending processes and listings, workflow amendment and basic creation, data import
Included FlightPath Services Key services delivered include Welcome Meeting, remote sessions to train you in key elements of the system and prepare you for go live. Online videos to provide further instructions on particular topics. Data migration of current employee data. No Project Management. 1 LMS user	**Included FlightPath Services** Key services delivered include Welcome Meeting, a mixture of remote & onsite sessions to train you in key elements of the system and prepare you for go live. Online videos to provide further instructions on particular topics. Data migration of current employee data. Deployment access and training in use of key elements within the admin tool. Basic Project Governance. 3 LMS users	**Included FlightPath Services** Key services delivered include Welcome Meeting, scoping sessions, and a mixture of remote & onsite sessions to train you in key elements of the system and prepare you for go live. Online videos to provide further instructions on particular topics. Data migration of current employee data. Deployment, access and training in use of complex elements within the admin tool including view building. Project Management and Governance. 5 LMS users
Addition Services available Additional user training. Additional modular training Additional data migration loads for non-core employee data, training records. Additional LMS users	**Addition Services available** Additional user training. Additional modular training Additional data migration loads for non-core employee data, training records Data import using admin tool Mail merge creation. Additional LMS users	**Addition Services available** Additional user training. Additional modular training Additional data migration loads for non-core employee data, training records Creation of new dashboard analytics. Additional LMS users

Greater detail can be found in the tables on the following pages.

FlightPath Implementation Services

	Product features enabled per FlightPath package for SelectHR			
Feature	**Summary**	**FlightPath A**	**FlightPath B**	**FlightPath C**
Employee Management	Manage employee career and pay history and personal data	●	●	●
Document management	Ability to hold documents against employees within the system	●	●	●
Policy management	Ability to hold policy documents in the system and send through to employees to read	●	●	●
Ability to amend general look and feel of system	Able to relabel field names and make amendments to colour schemes	●	●	●
Ability to add new custom fields	Ability to create custom fields against pre-existing forms		●	●
Ability to create new forms	Able to create new forms into processes		○	●
Ability to create new processes	Enabling employers to create bespoke processes to capture and manage data not held within our current solution		○	●
Ability to amend notifications	Ability to amend existing email notifications sent from the system	●	●	●
Ability to create new notifications	Ability to amend new email notifications sent from the system		●	●
Employee and Manager Dashboard	Engaging splash pages to show key data relevant to the menu set	●	●	●
Amendment of existing dashboards	Ability to add additional pre built dashboard items to existing dashboards		●	●
Creation of new dashboards and items	Ability to create new dashboards and add these to menu sets, ability to create new dashboard items (such as charts)			●
Ability to create new menu sets	Ability to create new menu sets not already built within the standard solution for instance custom menu sets for IT Teams or Reception staff		●	●
Amend fields to listings	Ability to add new fields to listings		●	●
Use of Admin Tool	Access to the administrator tool to enable greater levels of configuration and access to key functionality		●	●

Advance Admin Tool Training	Advanced training of the admin tool training including view building	●
Ability to data import	Through the use of the administration tool bulk importing of data into the solution	●

○ Optional Extra

access freedom to do more

FlightPath Implementation Services

Implementation Services included in FlightPath for SelectHR

		FlightPath A	FlightPath B	FlightPath C
Project Initiation Meeting	Your on-boarder will contact you to familiarise you with the journey and SelectHR	●	●	●
Project Kick Off Meeting	An in depth face to face to meeting to discuss project milestones, goals and governance	○	●	●
Regular Project Check In	Your Project Sponsor will make regular monthly calls throughout the project	○	●	●
Installation of your solution	We install your solution. For Flight Path A this is on our hosted environment only	●	●	●
Scoping	We will scope changes you require in order to meet specific requirements of your business	○	○	●
Organisation Set Up	A half-day session on organisation build	●	●	●
HR Fundamentals	A half-day session on additional background rule build requirements and lookup fields	●	●	●
Scoped requirement Build	We will complete any build we have scoped ensuring it has been tested prior to your UAT. This will be built on a time and materials basis	○	○	●
Data Check In	We will review your progress with the data collation in readiness to loading	●	●	●
Data Load	You send us your data in the required format, and we will load into your system	●	●	●
Employee Life Cycle	Using your data we will show how to manage key employee information within the solution	●	●	●
Profiles and Self Service	We will go through the menu sets used for employees and managers showing key processes deployed	●	●	●
Basic Administration	Provides an overview of the use of the administration tool	○	●	●
Advanced Administration	In depth training on more advanced specific areas of the administration tool	○	○	●
System Engagement	We will assist in branding your self-service portal	●	●	●
Go Live Readiness	This session will highlight any outstanding actions you need to take to get your system live and provide you with a go live plan of action	●	●	●
Post Go Live Support	We will provide a check in to review your progress following go live	○	●	●
		FlightPath A	FlightPath B	FlightPath C

Additional Services available for SelectHR

On top of the services included within the standard FlightPath packages, the table below highlights the additional value-added services that our consulting teams can provide. Please take some time to review these.

Additional modules and apps overview training

Onboarding module	An overview of the standard onboarding module including onboarding checklist, menu set and how to add onboardees into the system
Mobile module	Day 1 to be the installation of the mobile server. Day 2 overview of the standard mobile menu set including how to add the menu set to employees.
Global Framework	Overview of the global framework showing how to set different labels for each locale and how to apply locales to employees. Explanation of the pre-configured fields included in the global framework
HR Comms	Overview of the AskHR module, Surveys. Explanation of the lookup fields required.
Total Reward	Installation of Total Reward App. Review of the standard functionality
Asset Management	Installation of Asset Management App. Review of the standard functionality
Advanced Pay Modelling	Installation of Advanced Pay Modelling. Overview of the standard functionality
Buy / Sell Holiday	Installation of Buy / Sell Holiday App. Overview of the standard functionality
Benefits by Post	Installation of Benefits by Post App. Overview of the standard functionality
Discussion Group	Installation of Discussion Groups App. Overview of the standard functionality
Training Module	Overview of the training module. Explanation of lookups required for configuration. How to create training courses and an overview of the training booking process and other items
360 Feedback	Installation of 360 Feedback App. Overview of the standard functionality
OKRs	Installation of OKRs app. Overview of the standard functionality
Time & Holiday Pay	Installation of Time and Holiday Pay Accrual app. Overview of the standard functionality
P11D Module	Installation of the P11D module. Creation of sample property perks and benefits.
Appraisals Module	Overview of the appraisal module. Explanation of the lookups required. Discussion on the out of the box appraisal process
Health and Safety Module	Overview of the Health and Safety Module. Explanation of the lookups required.

Additional related training

Crystal Report Training	Crystal Report training for beginners for SelectHR only. Covering how to connect to tables, create basic listing reports with the ability to add parameters and filter accordingly
AOI	1 day installation and set-up of AOI. Half day to deliver training covering how to use existing views and create sample templates

Additional Services – Time and Materials basis

Configuration as a service	We will scope specific requirements you may have producing a configuration of requirements for the particular area of the system and then build to your signed off requirements
Additional Data	We can load additional data into the system other than the current employee data this will be scoped separately and options discussed
Report Writing	Following a confirmation of your reporting requirements we will create a bespoke crystal report
Additional User Training	We will provide generic additional user training for HR users of the system
Integration	We will scope your requirements for an integration determining the best delivery method producing a requirements document and building to meet these

Notes SelectHR additional modules and apps will require additional licence costs which should be discussed your Account Manager

About The Access Group:

The Access Group has been recognised in The Sunday Times Tech Track 100 in 2019 and is a leading provider of business software to mid-sized UK organisations. It helps more than 32,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud platform transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of over £1billion, employs more than 2,300 staff.

For more information about The Access Group, visit: **www.theaccessgroup.com**

www.the**access**group.com