Service Overview

FlightPath for Access Care Planning – Residential Integrated with Access People Planner

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 practise, 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.

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 customer projects.

"
Our Flightpath implementation was top notch, our expectations set at the beginning of the project were met and we felt well supported throughout.

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FlightPath Implementation Services

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.

Sarah was an amazing coach and support throughout our Flightpath implementation - her help in getting this module off the ground was invaluable.

FlightPath for Access Care Planning – Residential Integrated with Access People Planner

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
FlightPath A Overview: Implementation of Care Planning for companies with 1 or a small number of homes that do not require the extra layer of management that larger companies have. This is for customers that already have, or are planning to implement, Access People Planner.	**FlightPath B Overview**: Implementation of Care Planning for companies with several homes, or are in a business expansion period, that would like a cost-effective implementation method and a set of training courses which focuses on the key areas of the system. This is for customers that already have, or are planning to implement, Access People Planner.	**FlightPath C Overview:** Implementation of Care Planning for companies with multiple homes or more complex needs, requiring that greater layer of scoping and configuration. This is for customers that already have, or are planning to implement, Access People Planner.
FlightPath A Implementation process includes: Basic configuration and scoping during training. You will have a Care Planning system that is configured to a basic level and receive a training programme designed to focus on the basic functionality within Care Planning. Your trained users will be able to manage care planning and delivery and monitoring.	**FlightPath B Implementation process includes:** Basic configuration based on a completed Confirmation of Requirements (CoR) document. You will have a Care Planning system that is configured to a basic level and receive a training programme designed to focus on the key functionality within Care Planning, resulting in an intermediate knowledge of the system. Your trained users will be able to manage care planning and delivery and monitoring.	**FlightPath C Implementation process includes:** Full scoping and configuration based on a completed Confirmation of Requirements (CoR) document. You will have a Care Planning system that is configured to a detailed level and receive a training programme designed to focus on maximising your investment in Care Planning, resulting in a detailed knowledge of the system. Your trained users will be able to manage care planning and delivery and monitoring.
FlightPath A Services includes: System set-up. System integration with your Access People Planner system. 7x hrs of training over 5x session including basic end user training, super user training and form building.	**FlightPath B Services includes:** System set-up. System integration with your Access People Planner system. 0.5 x day Project Management time. A 2 hr call for system requirement gathering. 1 x day super user training inc. form building. 1 x day end user training.	**FlightPath C Services includes:** System Set-up. System integration with your Access People Planner system. 1 x day Project Management time. 1 x day scoping. 1 x day system configuration 1 x day super user training inc. form building. 1 x day end user training.
Additional Services available: Bespoke system development. Bespoke report development. Systems Optimization. Trouble Shooting/Best Practice. API integrations. Data exports.	**Additional Services available:** Bespoke system development. Bespoke report development. Systems Optimization. Trouble Shooting/Best Practice. API integrations. Data exports.	**Additional Services available:** Bespoke system development. Bespoke report development. Systems Optimization. Trouble Shooting/Best Practice. API integrations. Data exports.

Greater detail can be found in the tables below:

Product features enabled per FlightPath package for Access Care Planning – Residential Integrated with Access People Planner

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Core	This includes Care Planning, Automation Rules, Forms and Monitoring	●	●	●
Mobile App	Give carers and shift managers a mobile application which allows them to access case files, submit forms and mark activities as complete throughout their shift.	●	●	●
Handover functionality	Give carers and shift managers an accurate and complete picture of the precious shift or visit, helping them deliver consistent, high-quality care	●	●	●

Implementation Services included in FlightPath for Access Care Planning - Residential Integrated with Access People Planner

		FlightPath A	FlightPath B	FlightPath C
Access People Planner Integration	Your Access People Planner system will be integrated with your Care Planning system.	●	●	●
Configuration Requirements	You will be assigned a template document to complete that defines your requirements for Care Planning.	○	●	●
Scoping and Requirements Gathering	A consultant will remotely ensure all requirements have been scoped and gathered in your configuration requirements correctly. You will then sign this document off before we set up your bespoke system as required.	○	○	●
Scoping and Requirements Review	A consultant will attend a remote meeting to review the completed configuration requirements and implement them into the system.	○	●	○
Remote Training Sessions	You will receive remote training sessions using proprietary conference and screen sharing software of between 1 to 1.5 hours.	●	○	○
Remote Training day for End Users	A consultant will train your End Users in how to use the system day to day.	○	●	●
Remote Training day for Super Users	A consultant will train your Super Users in how to configure the system.	○	●	●

Additional Services available for Access Care Planning - Residential Integrated with Access People Planner

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.

Remote User Training	Additional remote user training for end users of the system utilizing remote web technology to train your users.
Bespoke report development	Bespoke report development to your needs to work for your business and your customers. KPI, performance and auditing reports utilizing the data within your Care Planning system.
Systems Optimization	A dedicated expert consultant reviewing your use of the system to provide targeted expert training, provide best practice advice on process improvement, re-configure areas of the system that need updating, and show new features/functionality which would add value to your business. All days show improvement measurements including time, cost, and performance improvements.
Trouble Shooting/Best Practice	A dedicated expert consultant will review your business challenges with you and recommend ways in which you can use your system more efficiently to solve these pain points.
API access/integrations	API integrations/Access to allow integrations to 3rd party systems to your Care Planning system including Management Information systems (MI), learning management systems (LMS), reporting, system integrations, and any other business problem that can be solved by the movement of your data.
Form Creation	A dedicated expert consultant will review your business' form needs and create these for you in your system. These can also include automation rules.
Print Templates	A dedicated expert consultant will review your business' print template needs and create these for you in your system.
API Training	Subject to Requirements. This is a fully client driven bespoke session training you and/or your team of developers in what they need to equip them with the skills to use the API's for whatever is required.
API Q&A	Subject to Requirements. This is a fully client driven bespoke session question and answer session aimed at assisting you and/or your team of developers in answering any development questions that they have regarding the Care Planning API's.

Additional Product Features available for Access Care Planning - Residential Integrated with Access People Planner

On top of the Product Features included within the standard FlightPath packages, the table below highlights the additional value added Product Features that can be enabled. Please take some time to review these.

Employee Service	Manage your Employee case files and any documentation regarding Employees digitally.
Client, Family and Funder Application	Securely communicate care plans set automatic updates and alerts, and streamline communication with clients, family and funders.

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**