

Service Overview

FlightPath for Access People Planner - Community

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.

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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: 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.

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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 People Planner – Community

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
<p>FlightPath A Overview: Implementation of Access People Planner for companies with 1 or a small number of branches that do not require the extra layer of management that larger companies have.</p>	<p>FlightPath B Overview: Implementation of Access People Planner for Companies with a number of branches, 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.</p>	<p>FlightPath C Overview: Implementation of Access People Planner for Companies with multiple branches or more complex needs, requiring that greater layer of scoping and configuration.</p>
<p>FlightPath A Implementation process includes: Basic configuration based on a completed Confirmation of Requirements (CoR) document. You will have an Access People Planner system that is configured to a basic level and receive a training programme designed to focus on the basic functionality within Access People Planner. The trained users will be able to manage employees, service users, planning /scheduling, finance and the People Planner settings area.</p>	<p>FlightPath B Implementation process includes: Basic configuration based on a completed Confirmation of Requirements (CoR) document. You will have an Access People Planner system that is configured to a basic level and receive a training programme designed to focus on the key functionality within Access People Planner, resulting in an intermediate knowledge of the system. The trained users will be able to manage employees, service users, planning /scheduling, finance and the People Planner settings area.</p>	<p>FlightPath C Implementation process includes: Full scoping and configuration based on a completed Confirmation of Requirements (CoR) document. You will have an Access People Planner system that is configured to a detailed level and receive a training programme designed to focus on maximising your investment in Access People Planner, resulting in a detailed knowledge of the system. The trained users will be able to manage employees, service users, planning /scheduling, finance and the People Planner settings area.</p>
<p>FlightPath A Services includes: System set-up. 7x hrs of training over 5x sessions.</p>	<p>FlightPath B Services includes: System set-up. A 2 hr call for system requirement gathering. 2x days remote training. 7x hrs of further remote training. 0.5 x day Project Management time.</p>	<p>FlightPath C Services includes: System Set-up. 1x day for scoping and configuration. 4 x days for training. 1 x day Project Management time.</p>
<p>Additional Services available: Bespoke system development. Bespoke report development. Systems Optimization. Trouble Shooting/Best Practice. API integrations. Data exports including Local Authority export. Other product integration including Access Care Planning, Dimensions, Access People (HR), and others.</p>	<p>Additional Services available: Bespoke system development. Bespoke report development. Systems Optimization. Trouble Shooting/Best Practice. API integrations. Data exports including Local Authority export. Other product integration including Access Care Planning, Dimensions, Access People (HR), and others.</p>	<p>Additional Services available: Bespoke system development. Bespoke report development. Systems Optimization. Trouble Shooting/Best Practice. API integrations. Data exports including Local Authority export. Other product integration including Access Care Planning, Dimensions, Access People (HR), and others.</p>

Greater detail can be found in the tables below:

Product features enabled per FlightPath package for Access People Planner - Community				
Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Employees	Manage employee information to include roles and system permissions	●	●	●
Service Users	Manage service user information	●	●	●
Planning	Roster staff onto shifts, including rota generation	●	●	●
Finance	Manage the reconciliation process as well as producing invoicing and payroll data	●	●	●
Settings	Manage system settings	●	●	●

Implementation Services included in FlightPath for Access People Planner - Community				
		FlightPath A	FlightPath B	FlightPath C
Configuration Requirements	You will be assigned a template document to complete that defines your requirements for People Planner – Community. These documents will have differing levels of detail depending on your chosen FlightPath.	●	●	●
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 remotely review the completed configuration requirements and implement them into the system alongside you.	○	●	○
Remote 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	○	●	●

Addition Services available for Access People Planner - Community

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 reports, performance reports, visit status, service user status, billing reports, pay exports, payroll exports, or any other kind of reporting utilizing the data within your People Planner 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 3 rd party systems to your people planner systems 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.
Data exports including Local Authority export	Bespoke data exports from your People Planner system for use with reporting and integrations to 3 rd party systems including local authorities.
Other product integration	Integrate your Access People Planner system with another product/s from the Access family for example Access Care Planning, SelectPay, Dimensions, Access People (HR), and others
Data Import	Import data to People Planner from correctly formatted templates

Additional Product Features available for Access People Planner - Community

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.

Google Maps	Efficiently plan routes for your mobile care workers.
Employee Portal	Self-service portals enable employees to make holiday requests, pick up available shifts, view payslips and carry out other relevant functions.
CRM	Manage all relevant information regarding your Accounts, Leads and Campaigns.
EMS Landline Solution	Have an 0800 landline number that employees can ring from a service users land line to manage your booking in and out of care calls.
Integration with our Access Care Planning software	A comprehensive care management mobile application including complete digital care plans and forms, eMAR, automated alerts and visit verification (see FlightPath Factsheet Access Care Planning – Community for more information).



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

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