Service Overview

FlightPath for Access Care Compliance
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.

graze *"*

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.

access
freedom to do more

FlightPath for Access Care Compliance

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 Access Care Compliance for Companies with 1 or only a few homes that do not require the extra layer of management that larger organisations/groups require.	**Overview** Implementation of Access Care Compliance for Companies with a number of homes or in expansion/growth that would like a cost-effective delivery which focuses on the key areas of the system.	**Overview** Implementation of Access Care Compliance for Companies with multiple homes/branches.
FlightPath Content **Implement ACC processes including:** Initial basic configuration based on a completed Confirmation of Requirements (CoR) document. Remote training sessions. You will have trained users who will be able to use Care Compliance at a basic level, with a basic configuration based on defined requirements. The trained users will be able to manage Employee, Service Users, Audits, Actions, Complaints and Notifications as well as Admin functions.	**FlightPath Content** **Implement ACC processes including:** Standard remote scoping review and configuration. Remote training sessions. You will have trained users who will be able to use Care Compliance at an intermediate level, and have standard configured system based on discussed requirements. The trained users will be able to manage Employee, Service Users, Audits, Actions, Complaints and Notifications as well as full Admin functions.	**FlightPath Content** **Implement ACC processes including:** Full remote scoping review and configuration. Full remote based training and consultancy. You will have trained users who will be able to use Care Compliance at an advanced level, with a detailed configured system based on your requirements. The trained users will be able to manage Employee, Service Users, Audits, Actions, Complaints and Notifications as well as full Admin functions.
Included Flightpath Services (6.5 hours) System set-up and configuration. 6.5 hours of training over 5 remote sessions to include system admin training and a Q&A session.	**Included Flightpath Services (3 days)** 1 day of Project Management including kick off call 0.5 day remote System Configuration 1 day of remote training. 0.5 day of remote training consisting of a pre and post go live Q&A session	**Included Flightpath Services (5 days)** 2 days of Project Management including remote pre and post go live Q&A sessions 1 day for remote System configuration 2 days remote training (1 day for system administration and 1 day for end users or trainers).
Addition Services available Additional Site/user training. Remote Training. Bespoke system development.	**Addition Services available** Additional Site/user training. Remote Training. Bespoke system development	**Addition Services available** Additional Site/user training. Remote Training. Bespoke system development

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

Product features enabled per FlightPath package for Access Care Compliance

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Dashboards	View and manage key actions and status's from one place.	●	●	●
Complaints	Add, manage, and report on complaints.	●	●	●
Action Plans	Create stand-alone Action Plans, review Action Plans created by other Audit processes.	●	●	●
Audits	Manage, conduct and track audits to include test external and internal inspections.	●	●	●
Notifications	Record and track notifiable incidents.	●	●	●
Training	Manage courses, record and track staff training.	○	●	●
Employees	Manage employee information to include roles and system permissions.	●	●	●
Audit Reports	Generate reports on home compliance and status of audits.	●	●	●
Policies	Upload policy documents and define user requirements to read.	○	●	●
System Administration	Define parameters and system settings.	●	●	●

Implementation Services included in FlightPath for Access Care Compliance

		FlightPath A	FlightPath B	FlightPath C
Kick-off Meeting	Your assigned Project Manager/Solution Delivery Manager will contact you to familiarise you with your FlightPath journey and Access Care Compliance,	○	●	●
Configuration Requirements	You will be assigned a template document to complete that defines your requirements for your Access Care Compliance system.	●	●	●
Scoping and Requirements Review	In a remote session, a consultant will review the completed configuration requirements and implement them into the system	○	○	●
5 x Remote Training Sessions	You will receive 5 x remote training sessions using proprietary conference and screen sharing software. Each session will be between 1hr to 1.5 hrs.	●	○	○
Remote Training Day for Systems Admin	A consultant will remotely train your nominated "Systems Admin" users in how to administer the system.	○	●	●
Remote Training Day for End Users	A consultant will remotely train your trainers or end users in how to use the system.	○	○	●
2 Remote Q&A Session Around Go-Live	You will receive 2 remote support sessions using proprietary conference and screen sharing software to prepare for/review Go-Live. These sessions do not have a set agenda but will be focussed on your questions.	○	●	●

Addition Services available for Access Care Compliance

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 remotely. Please take some time to review these.

Additional Full User Training	Full User Training for end users of the system. This would cover items such as creating and maintaining audits, creating and tracking actions and notifications.
Additional Full Admin Training	Full training for Care Compliance Administrators. To include managing users, roles and teams, security and system settings.
Adoption Review	A remote review to understand what is and what is not working for your business and advising how to get more out of your Access Care Compliance system.
Data Import	Import data to Care Compliance using our bespoke import templates.

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**