

Service Overview

FlightPath for Access
Orchestrate with FactoryMaster
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 Orchestrate with FactoryMaster

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
<p>Estimate Project Duration 5-8 weeks Estimated time from customer 8-10 hours per week</p>	<p>Estimate Project Duration 7-10 weeks Estimated time from customer 10 -12 hours per week</p>
<p>Overview Implementation of a pre-configured Access Orchestrate solution, integrated with an existing FactoryMaster system. FlightPath A is ideal for customers with a single capacity constraint who need a scheduling solution implemented quickly.</p>	<p>Overview Implementation of a pre-configured Access Orchestrate solution, integrated with an existing FactoryMaster system. FlightPath B supports customers who need a scheduling solution implemented quickly that can handle both machine and labour capacity constraints.</p>
<p>FlightPath Content Implement Access Orchestrate processes including: FactoryMaster Data Integration, Orchestrate Planning Engine, Primary Constraints, Simple Resource Groups, Graphical Gantt Chart, Agenda & Work Lists, Shift Management, View Creation, Utilisation & Capacity Views, Material Dependency View, FactoryMaster Write-Back.</p>	<p>FlightPath Content Implement Access Orchestrate processes including: FactoryMaster Data Integration, Orchestrate Planning Engine, Primary & Secondary Constraints, Resource Groups, Schedule Sub-Assemblies, Graphical Gantt Chart, Agenda & Work Lists, Shift Management, View Creation, Utilisation & Capacity Views, Material Dependency View, FactoryMaster Write-Back</p>
<p>Included FlightPath Services Kick off call Software install & configuration Data review Remote training on planning Remote troubleshooting session Remote testing support Remote Go Live support.</p>	<p>Included FlightPath Services Kick off call Software install & configuration Data review Remote training on planning Secondary constraint training Remote troubleshooting session Remote testing support Remote Go Live support.</p>
<p>Additional Services available Data Formatting Assistance Additional UAT Assistance Additional Support Day Crystal Report Writing</p>	<p>Additional Services available Data Formatting Assistance Additional UAT Assistance Additional Support Day Crystal Report Writing</p>

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

Product features enabled per FlightPath package for Access Orchestra with FactoryMaster			
Feature	Summary	FlightPath A	FlightPath B
FactoryMaster Integration	Transfer all Order data from FM to Orchestra	●	●
Primary Constraints	Constrain by the Primary Resource on the Operation	●	●
Secondary Constraints	Also Constrain by an Associated Labour Resource	○	●
Simple Resource Groups	FactoryMaster's Basic Resource Grouping	●	●
Alternative Resource Groups	Specify Alternatives for Each Resource	○	●
Schedule Sub-Assemblies	Scheduling for Multi-Level Works Orders	○*	●
Orchestra Planning Engine	Plan FactoryMaster Data with Orchestra	●	●
Graphical Gantt Chart	View Plan on a Graphical Gantt Chart	●	●
Agenda & Work Lists	View Plan as a Work-To List or Agenda	●	●
Shift Management	Manage Resource Shifts & Capacity in Orchestra	●	●
Custom View Creation	Create & Save Custom Views in Orchestra	●	●
Folder Manager	Create Custom Folder Structure for Views	●	●
Utilisation & Capacity Views	View Capacity & Utilisation on the Plan	●	●
Material Dependency View	View Order & Material Dependencies	●	●
FactoryMaster Write-Back	Write Start & Finish Times Back to FactoryMaster	●	●

Notes

* Multi-level works orders may be possible with FlightPath A, depending on the complexity.
 (Defined in our confirmation of requirements document, please discuss with your sales consultant)

Implementation Services included in FlightPath for Access Orchestrate with FactoryMaster

		FlightPath A	FlightPath B
Kick Off Call	Remote Session – 30 minute call to kick things off, and ensure everything is in place for a successful project	●	●
Initial Data Review	Remote session – Up to 2hrs to review current FactoryMaster data and advise on required changes	●	●
Software Installation	Remote session - Half a day to cover the installation & configuration of the software	●	●
Final Data Review	Remote session – 30 minute call to confirm all data is correct and ready for training	●	●
Training Session 1	Remote session - Half a day for training on data transfer, setup and planning	●	●
Training Session 2	Remote session – Half a day for training on custom views, interacting with the plan and reporting	●	●
Training Session 3	Remote session – Half a day for training on secondary constraints, both in FactoryMaster & Orchestrate	○	●
Troubleshooting Session	Remote session – Half a day for troubleshooting and any outstanding queries on how to use the system	●	●
User Testing Assistance	Remote session – Up to 2hrs answering any queries that may arise during the testing period	●	●
Optional Assistance	<i>Optional extras from the service catalogue – additional sessions to assist with data training or testing</i>	●	●
Go Live Call	Remote session – Up to 2hrs to confirm you are ready to Go Live	●	●

Notes

1. The content of some training sessions will differ slightly dependent on the FlightPath chosen. The full content of each day is outlined in a confirmation of requirements document for each FlightPath option.
2. We aim to keep the content of each day as outlined above, but we recognise that not everyone learns at the same speed. Some items may be moved slightly dependent on the ability of the users being trained, and some items can be covered again as a refresher if required.

Additional Services available for Access Orchestrate with FactoryMaster

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.

Data Formatting Assistance	Remote ½ day session, to help format your existing data ready for the Orchestrate training
Additional UAT Assistance	An additional remote ½ day session, to help troubleshoot or answer further questions raised during the testing process
Crystal Report Writing	Remote ½ day session, to create Reports in FactoryMaster using the scheduled start and finish dates from Orchestrate

Notes

1. Data formatting services are optional, users can change all data on the system manually.
2. You may require multiple sessions for crystal report writing, depending on the number of report and the complexity of your requirements.



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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