

Service Overview

FlightPath for Access TeamSeer
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.

 **graze** **”**



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 TeamSeer

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>Estimate project duration 2 weeks</p> <p>Estimated time from customer 1 day*</p>	<p>Estimate project duration 3 weeks</p> <p>Estimated time from customer 2-3 days*</p>	<p>Estimate project duration 4 weeks</p> <p>Estimated time from customer 4-5 days*</p>
<p>Overview</p> <p>Implementation of Access TeamSeer for small customers requiring a very "light touch" system with a reduced scope of functionality with no customisation or consulting experience.</p>	<p>Overview</p> <p>Implementation of Access TeamSeer for small to medium customers to simplify & automate core processes around request, approval, tracking and analysis of employee leave.</p>	<p>Overview</p> <p>Implementation of Access TeamSeer for medium sized customers or those who require a broader scope of the functionality available to simplify & automate core processes around request, approval, tracking and analysis of employee leave.</p>
<p>Primary Audience</p> <p>Small sites using minimal functionality or experienced TeamSeer users who have previously used the software and require a new site creating and handing over only</p>	<p>Primary Audience</p> <p>HR Directors / People Managers running smaller size businesses or those with much more simplified requirements</p>	<p>Primary Audience</p> <p>HR Directors / People Managers running small to medium sized businesses with more who will use all core functionality and may have a number of complexities to their operations</p>
<p>Included FlightPath Services</p> <p>Implement core processes including:</p> <ul style="list-style-type: none"> User Data Upload 1 hour of Basic training Standard Leave Types Workspace Invites Sickness Button only 	<p>Included FlightPath Services</p> <p>Includes all of FlightPath A plus:</p> <ul style="list-style-type: none"> 2 calls – launch after 2nd All of HR Admin covered Custom Bank Holidays Extra Leave Types/Categories Extra TS specific email UAM switched on 	<p>Included FlightPath Services</p> <p>Includes all of FlightPath B plus:</p> <ul style="list-style-type: none"> Hourly Workers and Custom Work Patterns Standard Company Add-On's Groups and Supergroups Creation Locales Outlook Sync
<p>Excluded FlightPath Services</p> <ul style="list-style-type: none"> Unplanned Absence Module Customised leave types Historic Absence Detail Hourly Workers (non-full or ½ day) Locales Nightly File Single Sign On 	<p>Excluded FlightPath Services</p> <ul style="list-style-type: none"> Historic Absence Detail Hourly Workers (non-full or ½ day) Locales Nightly File Single Sign On 	<p>Excluded FlightPath Services</p> <ul style="list-style-type: none"> Historic Absence Detail Nightly File Single Sign On
<p>Addition Services available</p> <ul style="list-style-type: none"> Historic Absence Detail Upload Branding Configuration <p>Please consult latest Services Catalogue for available options</p>	<p>Addition Services available</p> <ul style="list-style-type: none"> Historic Absence Detail Upload Branding Configuration <p>Please consult latest Services Catalogue for available options</p>	<p>Addition Services available</p> <ul style="list-style-type: none"> Historic Absence Detail Upload Branding Configuration <p>Please consult latest Services Catalogue for available options</p>

* Based on standard account & assuming readily available access to all other relevant data

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

Product features enabled per FlightPath package for Access TeamSeer				
Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Home Dashboard	Overview of Team Calendar, Notifications, Holiday Summary and Booking Function.	●	●	●
Wizards	Ability to add, remove and reinstate Users, as well as changing User Work Patterns.	●	●	●
Unplanned Absence Module	Ability to log Sickness on behalf of other colleagues and record the detail behind the absence.		●	●
Allowances & Start Dates	Set the Business Year Start & End Dates, Allowance Profiles and analyse the Mismatching Allowances.	●	●	●
Manager	Set User's Line Managers for Approvals etc.	●	●	●
User Work Layers	Set User Work Layers and create Custom & Bank Holiday Layers.		●	●
Workspace Connection	Connect all TeamSeer Users to the Workspace account or vice versa.	●	●	●
Groups	Add, rename or archive any Groups within the account.	●	●	●
Alerts	Setup sickness alerts and the relevant recipients.		●	●
Rollover Program	Run through of how the Rollover process will work and what will be required from the Administrator.	●	●	●
Types & Categories	Run through of standard Types & Categories or in Flight Path B and C, the creation of custom Categories and button colours etc.		●	●
Outlook Sync	Synchronisation with Company Outlook in order to see different types of leave of 'Chosen Colleagues' on a day-by-day basis.			●
Accessers	Set up of organisation Administrators, Rollover Managers, Report Managers and other roles.	●	●	●
Allowance Profiles	Creation of various Allowance Profiles required (ie. Increase of holiday each year).	●	●	●
Locales	Ability to amend Types & Categories, so that only certain Locations can see certain leave types.		●	●

Implementation Services included in FlightPath for Access TeamSeer

		FlightPath A	FlightPath B	FlightPath C
Welcome Email	Your Onboarder will contact you via email to introduce themselves and arrange a kick off call; you will also be provided with the data upload sheet.	●	●	●
Data Load	You will need to send us your data in the required format, and we will then upload this into your system.	●	●	●
Kick Off Call	We will familiarise your Administrator with the basic settings of the system and understand any more complex requirements that you may have, as well as agreeing on a go live date. (45 Minutes – 1 hour)	●	●	●
Further Training Call	We will familiarise your Administrator on the more complex areas of the system and ensure that all mismatching allowances etc are corrected. (30-45 Minutes)		●	●
Extra Training Call (if required)	Generally needed for larger accounts and/or those with more complex requirements.			●
On-going Communications	You will receive regular communication between training and go-live to ensure you are on track with configuration etc.		●	●
Go-Live	Your welcome emails will be scheduled to go out at a certain time on a certain day.	●	●	●
Handover to Support	You will receive a handover to support in line with your customer success plan. This will include an introduction to the support community and, where applicable, introduction to our Customer Success team.	●	●	●

Additional Services available for Access TeamSeer

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.

Historic Absence Detail Upload	Upload of detail of absence data from previous years
Foundation Administrator Training	Covers key areas for administration of TeamSeer. Designed for new Administrators or those requiring a refresher. (maximum 3 delegates)
Advanced Administrator Training	Builds upon Foundation Administrator Training with more advanced concepts such as Reports & Charts. Also covers other useful areas to develop existing use such as Locales and understanding any changes to business needs and how to implement in TeamSeer. Delegates must have a working knowledge of Adminstrating TeamSeer and 6months to 1 year experience is recommended (Maximum 3 delegates)
User Data Upload	Bulk upload of multiple users into TeamSeer and guidance on allowance profile settings. Cleansed data must be returned for this service. Any additional configuration as a result of the upload will be quoted on a bespoke consultancy basis.
Rebranding	Bespoke customisation of TeamSeer branding within the scope of functionality available
Buy/Sell Upload Form & Activation	Client to fill in upload form which we will then activate and upload into the system whilst providing training how to do so in future as required, followed by a brief discussion on how it works
Enterprise Documentation Creation	Creation of collateral for Enterprise customers to cover bespoke requirements specific to the environment.
Bespoke Training	Training delivered to a bespoke agenda, particularly useful for line managers or those with specific roles & responsibilities who require assistance
Bespoke Consultancy	Any consultancy required to be conducted on behalf of the customer. For example, Emergency Admin/Data entry, Reconfiguration etc. Please contact Onboarding with requirements for quotation



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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