

## Service Overview

# FlightPath for Access Orchestrate

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.

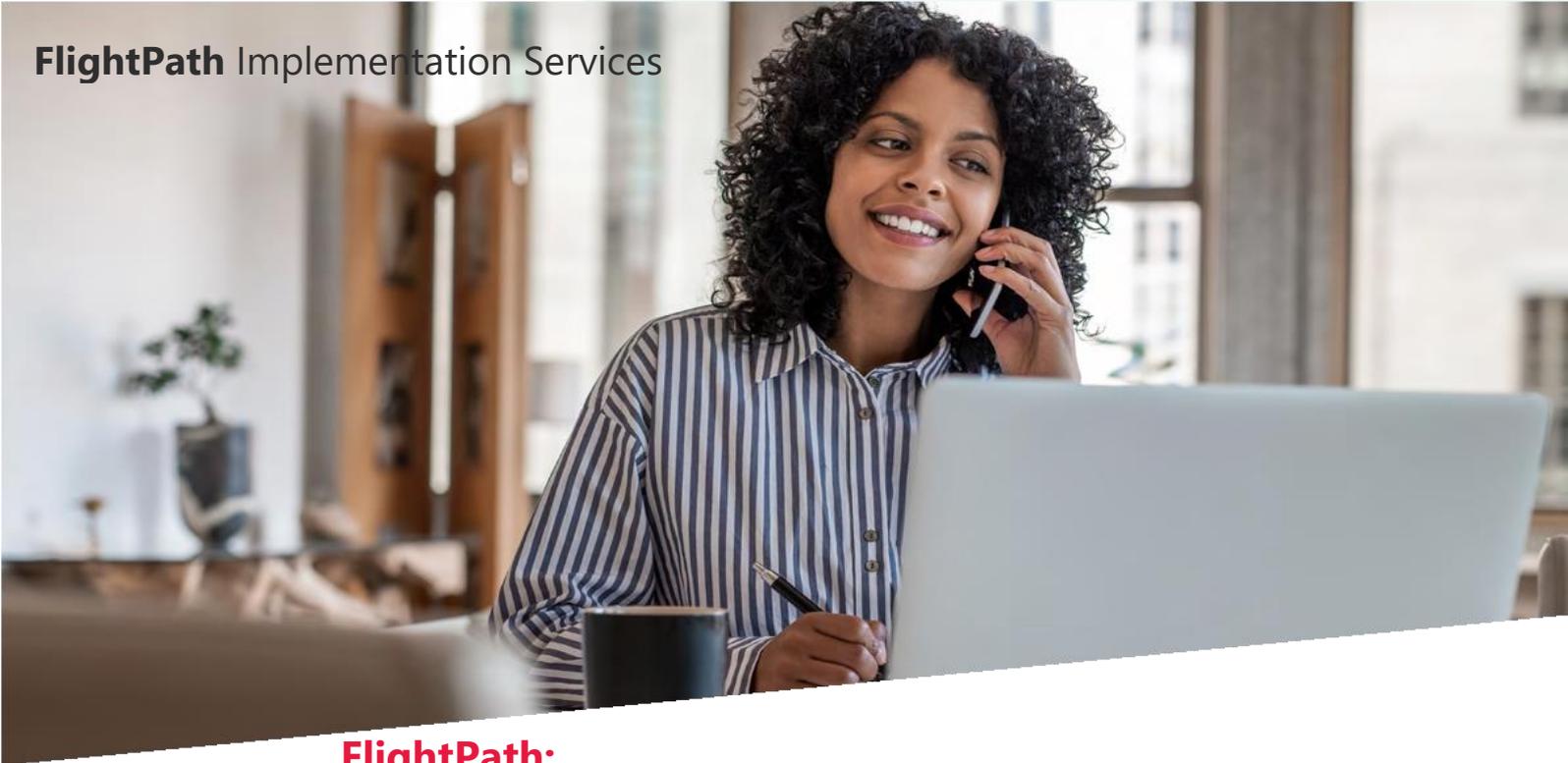
Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

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:** 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 Orchestrate

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 – Standalone	FlightPath B – Integrated
<p>Typical project duration from kick-off to go live <b>5 - 8 weeks</b></p> <p>Estimated user commitment during this period <b>8 - 10 hours per week</b></p>	<p>Typical project duration from kick-off to go live <b>7 - 10 weeks</b></p> <p>Estimated user commitment during this period <b>10 - 12 hours per week</b></p>
<p><b>Overview</b></p> <p>Implementation of a standalone Access Orchestrate solution. FlightPath A is ideal for customers with a simple manufacturing process/routing and no need for material dependencies. It will support a basic planning solution that can be implemented quickly.</p>	<p><b>Overview</b></p> <p>Implementation of a pre-configured integration with an ERP system or CSV files. FlightPath B supports customers who need a scheduling solution implemented quickly that can handle input of data from an ERP System. It is ideal for customers with basic routing information but a requirement to plan using material constraints.</p>
<p><b>FlightPath Content</b></p> <p><b>Implement the Following Functionality:</b> (Planning engine) Order Planner, Processes, Rates, View management, Setups, Planning with multiple constraints, Resource groups, Shop Floor Data Capture to update task status, Reporting</p>	<p><b>FlightPath Content</b></p> <p><b>Implement the Following Modules: As per Flightpath A plus:</b> Data import from ERP (set CSV files), Material Dependencies, including Purchase Orders, BOM and management of sub assembly WO's</p>
<p><b>Included FlightPath Services</b></p> <ul style="list-style-type: none"> <li>Kick off</li> <li>Software install &amp; configuration</li> <li>Data review</li> <li>Remote training on planning</li> <li>Remote troubleshooting session</li> <li>Remote testing support</li> <li>Remote Go Live support</li> </ul>	<p><b>Included FlightPath Services</b></p> <ul style="list-style-type: none"> <li>Kick off</li> <li>Software install &amp; configuration</li> <li>Data review</li> <li>Remote training on planning</li> <li>Remote troubleshooting session</li> <li>Remote testing support</li> <li>Remote Go Live support</li> </ul>
<p><b>Additional Services available</b></p> <ul style="list-style-type: none"> <li>Data Formatting Assistance</li> <li>Data Load Assistance</li> <li>Additional UAT Assistance</li> <li>Additional Support Days</li> </ul>	<p><b>Additional Services available</b></p> <ul style="list-style-type: none"> <li>Data Formatting Assistance</li> <li>Data Load Assistance</li> <li>Additional UAT Assistance</li> <li>Additional Support Days</li> </ul>

Product features enabled per FlightPath package for Access Orchestrate			
Feature	Summary	FlightPath A	FlightPath B
<b>Primary Constraints</b>	Constrain by the Primary Resource on the Operation	●	●
<b>Secondary Constraints</b>	Also Constrain by an Associated Labour/Machine Resource	●	●
<b>Resource Groups</b>	Orchestrate Resource/Labour Grouping	●	●
<b>Processes</b>	Create & Save Processes that describe your manufacturing routing	●	●
<b>Orchestrate Planning Engine</b>	Plan Orders and use scheduling functions via order Planner	●	●
<b>Graphical Gantt Chart</b>	View Plan on a Graphical Gantt Chart	●	●
<b>Agenda &amp; Work Lists</b>	View Plan as a Work-To List or Agenda	●	●
<b>Shift Management</b>	Manage Resource Shifts & Capacity in Orchestrate	●	●
<b>Custom View Creation</b>	Create & Save Custom Views in Orchestrate	●	●
<b>Utilisation &amp; Capacity Views</b>	View Capacity & Utilisation on the Plan	●	●
<b>Reporting</b>	View various applicable reports	●	●
<b>Rates</b>	Change rates for individual Items to apply to Process	●	●
<b>Setup table</b>	Change setup/changeover times for individual Items to apply to Process	●	●
<b>SFDC</b>	Shop Floor Data Capture that updates plan with Status for each task	●	●
<b>Material Constraint Functionality</b>	View Order & Material Dependencies and allow constraint of plan by materials	○	●
<b>Purchase Orders</b>	Purchase Orders	○	●
<b>Schedule Sub-Assemblies</b>	Scheduling for Multi-Level Works Orders using material peggings	○	●
<b>CSV Integration Workflow</b>	Transfer Works Orders, Purchase Orders, Items, BOM and Stock data from ERP to Orchestrate using fixed	○	●

Implementation Services included in FlightPath for Access Orchestrate			
		FlightPath A	FlightPath B
<b>Kick Off Call</b>	Remote Session –Project kick off call to ensure everything is in place for a successful project	●	●
<b>Initial Data Review</b>	Remote session – Up to 2hrs to review current data and advise on data preparation	●	●
<b>Software Installation</b>	Remote session - Cover the installation & configuration of the software	●	●
<b>Data validation</b>	Remote session - Validate integration data coming across correctly	●	●
<b>Data validation 2</b>	Remote session - Validate integration data coming across correctly	○	●
<b>Final Data Review</b>	Remote session – Call to confirm data required is correct and ready for training	●	●
<b>Training Session 1</b>	Remote session - Introductory training on basics of Orchestrate	●	●
<b>Training Session 2</b>	Remote session - Training on Orchestrate Fundamentals (population of Resources, Processes, Items and Orders)	●	●
<b>Training Session 3</b>	Remote Session - Review of Processes and creation of a basic plan	●	●
<b>Training Session 4</b>	Remote Session - Inputting additional data (Rates, Setup table, other additional data)	●	●
<b>Training Session 5</b>	Remote session – Training on custom views, interacting with the plan and reporting	●	●
<b>Training Session 6</b>	Remote session – Training on Material constraints configuration	○	●
<b>Training Session 7</b>	Remote session – Managing Material constraints on a Plan	○	●
<b>Training Session 8</b>	Remote session – Planning functions and scheduling live Works orders	●	●
<b>Training Session 9</b>	Remote session – Training on Task Status updates through Orchestrate and Daily planner activities	●	●
<b>User Acceptance Testing Assistance</b>	Remote session – Answering any queries that may arise during the testing period	●	●
<b>Optional Assistance</b>	<i>Optional extras from the service catalogue – additional sessions to assist with data training or testing</i>	●	●
<b>Go Live Call</b>	Remote session – Go Live support 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 session 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

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.

<b>Data Formatting Assistance</b>	Remote ½ day session, to help format your existing data ready for the Orchestrate training
<b>Data Load Assistance</b>	Remote ½ day session, to help load your data into Orchestrate
<b>Additional UAT Assistance</b>	An additional remote ½ day session, to help troubleshoot or answer further questions raised during the testing process
<b>Additional Support Day</b>	An additional full day with a consultant, to help with training or preparation for the Go-Live day

### Notes

1. All services are optional, customers are able to do all of the above as part of a standard flightpath implementation.



## 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](http://www.theaccessgroup.com)

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