Service Overview

FlightPath for Access Gamma

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.

Really great communication, and helpful, we have a very tight deadline and objectives which were met, with a really positive attitude.

PITZHANGER
MANOR & GALLERY

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."

FlightPath for Access Gamma

The tables below summarise what's included within the FlightPath package. Please review this table to ensure your understanding.

FlightPath A

Overview
On-boarding implementation of Access Gamma to simplify use of EPOS Admissions, Stock for a small(e.g. <50k per year) Visitor Attraction with a maximum of 2 Tills and 3 Back Office Users

FlightPath Content
Implement core Access Gamma including:
EPOS, Admissions, Stock, SQL Export Reporting functions

Included FlightPath Services
Key services delivered include welcome meeting, Remote Software Install, 3 x Remote Training sessions for up to 5 users

Additional Services/Modules available
Additional Group/User training
Go-Live Assistance
Data import
Annual Pass/Membership Module
Bookings Module
Hosted Web Site Module
API Module

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

Product features enabled per FlightPath package for Access Gamma

Feature	Summary	FlightPath A
EPOS	Till software to process Sales for Admissions & Retail Sales	●
Admissions Back office	Set up and manage Tickets, pricing, categories, discounts, vouchers	●
Retail Back Office	Stock Control, set up and manage retail Products	●
Back Office Reporting	Report on Revenue across departments/categories, Visitor Throughput and demographic analysis	●
Gift aid	Calculate and submit your gift aid claims to HMRC as well as recording and managing your GADs through EPOS	●
Hotkeys	Define your EPOS buttons for Tickets / Retail Sales	●
SQL Export	SQL Query Exporting Tool	●

access
freedom to do more

Implementation Services included in FlightPath for Access Gamma		
Service	**Summary**	**FlightPath A**
Welcome	Your on-boarder will contact you to familiarise you with the project journey	●
Gamma installation	Access will install your Gamma instances, you will receive a live and a training environment	●
On-boarding Sessions	We will familiarise you with Gamma over several remote sessions including helping you prepare to get your data into Gamma or discuss re-keying if appropriate. The sessions will be planned in with your on-boarder and you will need to allow time between sessions to compete the session follow up and also the preparation for the next session	●
Accreditation	Following your on-boarding sessions/training you will be asked to complete some product accreditation exercises	●
Handover to support	Following completion of the go live accreditation you will be live with Gamma and handed to our support team for ongoing customer care	●
Supplementary services	Any phase 2 plans, for example additional training or new modules, can now be implemented	●

Additional Services available for Access Gamma

In addition to 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.

Additional services available with FlightPath for Access Gamma	
Service	**Summary**
Implementation services	
Data Migration Service	Either help using the tools to import your data or a managed service to import your data for you
Additional Modules	Once phase 1 project is complete and live you could choose to add additional modules to your setup
Additional Consultancy	For additional process planning, usage guidance, Q&A sessions or 1 to 1 training on specific areas
Advisory and adoption services	
General User training	Basic 'get started' User Training for end users of the system or specific module training (e.g. Stock, Bookings) in depth
Administrator training	Training on the Administration functions behind Gamma, recommended for Super Users
Web API	Once phase 1 is complete, you could choose to add the web API in discussion with your web team to add integration to Gamma to your website.
Mission Critical Services	
Data Assessment and Purging	Assessment of requirements, plan and execute a Data Purging exercise.
Development and Integration services	
Integration to third party applications	Create import template specific to the 3rd party data required for import.
Customised reporting	Creation of Gamma report as per agreed customer specification. Discussion on requirement and delivery of report.

Notes

1. The web API is a toolkit only, you will require web development to build this into the website
2. Remote training is available on either a full or half day basis
3. Managed Data transfer and report creation will require an estimate
4. All additional consultancy services are sold on a time and materials basis

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**