access

FMS Services Catalogue

At Access we pride ourselves on the depth and breadth of skills across our 400 certified professional services employees. These Consultants, Programme Managers, Project Managers, Trainers and Solution Architects are here to provide you with the industry expertise and product best practices that help you deploy, adopt, operate and integrate our market leading software applications. Either on premise, or in the Cloud. Our Professional Services teams help hundreds of customers like you, every week, to improve their productivity, increase their efficiency and ultimately provide them with the freedom to do more.

Day Rate Service options

Service	Description	Customer Outcome	Pricing
General Remote Consultancy	Up to 7 hours remote consultancy.	Desired outcome agreed by client and consultant ahead of the scheduled day	Per day
General Remote Consultancy	Up to 4 hours remote consultancy.	Desired outcome agreed by client and consultant ahead of the scheduled day	Per 1/2 day
Onsite Consultancy	Up to 7.5 hours onsite including break for lunch. Expenses charged in addition.	Desired outcome agreed by client and consultant ahead of the scheduled day	Per day
Project Management	Time to manage the timings of the project to provide an update on progress that has been made and ensure everything is on track. Price per day	Professional Project management, providing clients the support they require to implement their projects successfully	Per day
Programme Management	Time to drive and own the coordination of complex, multi product, multi department projects involving one or more Project Manager. Price per day	Minimised risk for highly complex, large scale projects	Per day

Implementation Services

Service	Description	Customer Outcome	Pricing
Test/Training environment setup	Setup and configuration of a test/training environment separate from your production environment. Depending on requirements new servers maybe required.	A complete test/training environment in which you can test critical system processes without impacting your live environment.	Fixed Price
SQL Server Installation	SQL server installation in preparation for a migration, upgrade or new installation of the Access software suite. This could also include a test or training installation.	Installation of SQL server and config as per Access and Microsoft best practice.	Fixed Price

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
User adoption review	Let us do an one day on-site user adoption review to ensure your employees are getting the best outcomes from your Finance system investment	An action focused report showing your adoption maturity of the solution, any quick resolutions and longer recommendation resolutions or actions to increase your ROI (Return on Investment)	Fixed Price
Year End Services	Provide Year End support, including uploading of new financial budgets. Up to 7.5 hours of onsite assistance.	Provide Year End support, including uploading of new financial budgets.	Fixed Price
Sales Ledger Training	Remote sales ledger training covering creating and editing customers, addresses and terms. Posting sales invoices, credit notes and receipts. Cash allocations and printing customer statements. Module typically takes up to two hours to complete.	Ideal for new users, or as part of a new system implementation. Your users will understand the basic use of the sales ledger in Financials.	Fixed Price
Purchase Ledger Training	Remote sales ledger training covering creating and editing suppliers, addresses and terms. Posting purchase invoices, credit notes and performing remittance runs. Allocations and BACS exports. Module typically takes up to two hours to complete.	Ideal for new users, or as part of a new system implementation. Your users will understand the basic use of the purchase ledger in Financials.	Fixed Price
Nominal Ledger Training	Creating and maintaining your nominal ledger codes, setting major headings and understanding the nominal ledger categories used for reporting. Posting journals and printing standard TB reports. Module typically takes up to two hours to complete.	Ideal for new users or as part of a new system implementation. Your users will under the basic use of the nominal ledger in Financials.	Fixed Price
Remote Training	Bespoke training on areas of the system that you may be needing to brush up on. Suitable for refresher training, advanced and new joiners. Up to 4 hours	Desired outcome agreed by client and consultant.	Per half day
Remote Handholding	Support and guidance you as you process transactions, run period or year ends, update records, or complete other business processes. Up to 4 hours	Desired outcome agreed by client and consultant.	Per half day
Remote Administrator Training	Are all users setup with the correct access levels? Are you able to setup new users? Are you able to deactivate leavers, or grant additional access to others? Up to 4 hours	Make sure you are administering your system correctly, that all users are in the correct security profiles, and that users don't have access to areas or data they shouldn't.	Per half day
New Features Training	Following an upgrade, learn about what new features we've added to the system to assist the changing needs of businesses. Up to 4 hours	Promoting the use of new standard functionality and away from 'configured' - simplifying future upgrades.	Per half day

Mission Critical Services

Service	Description	Customer Outcome	Pricing
Infrastructure Review	Review of SQL server, databases and IIS setup. This will include a report that will advise best practices and also recommendations for your setup and config.	Confidence that your infrastructure is configured correctly to optimise your Access software.	Fixed Price
Software & Data Health Check	We will review your software setup and check data integrity. We then provide a report that will contain the results and recommendations.	Ensure that your system is configured correctly. Check that your data is correct.	Fixed Price

*Any travel expenses charged separately

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