

Service Overview

FlightPath for Access Right to Work
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 who 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 Right to Work

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>Overview</p> <p>Implementation of our Right to Work solution in order to simplify and automate your compliance processes</p>	<p>Overview</p> <p>Implementation of our Right to Work solution in order to simplify and automate your compliance processes and provide richer functionality</p>
<p>FlightPath Content</p> <p>Implementation of Access Right to Work</p>	<p>FlightPath Content</p> <p>Implementation of Access Right to Work</p>
<p>Included FlightPath Services</p> <p>Key services delivered:</p> <ul style="list-style-type: none"> • Access to our e-learning environment for 1 month for up to 6 users. Admin and User module assessments and accreditation. • Standard product features as per features matrix below • Automated critical configuration review and sign off • Access to e-learning environment and access to comprehensive product manual • On-going support 	<p>Included FlightPath Services</p> <p>Key services delivered:</p> <ul style="list-style-type: none"> • Access to our e-learning environment for 1 month for up to 6 users. Admin and User module assessments and accreditation. • Standard product features as per features matrix below • IP whitelisting for additional security • Access to a demo site for training and client demos • Integration to the Screening system • Automated critical configuration review and sign off • Access to e-learning environment and comprehensive product manuals • On-going support
<p>Additional Services available</p> <p>Additional user access to our e-learning system Single Sign On Integration Screening Integration Demo site IP whitelisting</p>	<p>Additional Services available</p> <p>Additional user access to our e-learning system Single Sign On Integration</p>

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

Notes

1. All FlightPaths are integrated with Access Workspace where licences have been purchased
2. Service fees are charged upfront

Implementation Services included in FlightPath for Access Right to Work			
		FlightPath A	FlightPath B
Access to Access Right to Work	You will be given access to the Right to Work product, you will receive a link to create your password and login to the system.	●	●
Training (e-learning)	Access for 6 users to our Learning Management System to complete Admin and User module assessments and accreditation.		
	These will provide you with knowledge to enable you to set up your site to conduct Right to Work checks.	●	●
	Additional access may be purchased separately.		
Admin Setup Sign Off	Automated admin setup sign off	●	●
System Sign Off and Go Live	Automated system sign off and go live process	●	●
Support Handover	Once you are fully trained and the system has been signed off we will provide you with a handover to our support team	●	●

Notes

Please note that all users must meet the required pass mark for the e-learning modules to be accredited to use the Right to Work product

Product features included per FlightPath package for Access Right to Work

Feature	Summary	FlightPath A	FlightPath B
RTW Mobile and Web app	Access to the mobile and web application to conduct and view Right to Work checks	●	●
Tag Types	Enables you to bookmark and filter Right to Work checks within the platform	●	●
Documents Types	Capture additional documents from your candidate that are required outside of the Right to Work check	●	●
Force Flagging	This feature enables you to set whether Right to Work checks can be approved by users or supervisors	●	●
Candidate photo	Enables you to configure the capturing of the candidate's photo to be mandatory or non-mandatory	●	●
Document Check	Enables you to configure document checking on documents that can be MRZ checked. This can be performed automatically, on an ad-hoc basis dependant on permissions or disabled	●	●
Expiring Documents	Allows users to track Right to Work documents which are time limited	●	●
Reports	Access to the Application report and Expiring Documents report	●	●
Demo Site	Access to a demo site environment for testing, training or presenting to clients		●
Screening Integration	Integration between the Right to Work platform and the Screening platform to enable you to link the RTW check to the Screening background check within the Screening platform		●
IP Whitelisting	Enables you to manage and restrict access to the Right to Work platform to your chosen location		●

Additional Services available for Access Right to Work

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 for an additional charge. Please take some time to review these.

Additional LMS users	New users for our e-learning platform with up to 1 month access
Demo Site	Access to a demo site environment for testing, training or presenting to clients
Single Sign On Integration	Allows users to sign on with a single ID and password by using your Active Directory
Screening Integration	Integration between the Right to Work platform and the Screening platform to enable you to link the RTW check to the Screening background check within the Screening platform
IP Whitelisting	Enables you to manage and restrict access to the Right to Work platform to your chosen location

Notes

1. All additional services will be charged on an individual basis. Any custom development work will be scoped, developed and tested. The costings for this will all be rolled into the final quote for the work.

Implementation roles and responsibilities for Access Right to Work

Stage	Task	You	Us
Getting started	Handover from Sales		✓
	Welcome and introductions	✓	✓
Preparation	Review and agree project timeline dates	✓	✓
	Ensure the correct people complete the training	✓	
Learning	Provide access for the Right to Work system		✓
	Provide LMS online training links for admin and user training modules and accreditation		✓
	Admin setup	✓	
	Complete Learning Management training course for accreditation	✓	
Validation	Validate and sign off system set up for go live	✓	
Launch	Go Live with the system	✓	
Review	Post go live implementation survey to be completed	✓	
	Handover project to our support team		✓



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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