

## Service Overview

**FlightPath for Access Mintsoft**

**E-Commerce Integration for MRP**

**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 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.

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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 Mintsoft E-commerce – Integration for MRP

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

#### Overview

Mintsoft Integration tool for MRP – use Mintsoft to connect two Courier and two e-commerce platforms into your existing Access Supply Chain or Access Factory Master system.

Typical project duration from kick-off to go live

**1 week**

Estimated user commitment during this period

**4-5 hours per week**

#### FlightPath Content

##### Implement the Following Modules:

Up to 2 E-commerce Links

Up to 2 Courier Links

Guidance for implementing further connections

#### Included FlightPath Services

Kick Off Call

System Configuration

Remote E-commerce Onboarding Session

Remote Courier Onboarding Session

Testing Support

Launch Support

#### Additional Services available

Additional E-Commerce Links

Additional Courier Links

## Product features enabled per FlightPath for Access Mintsoft– Integration for MRP

Feature	Summary	FlightPath A
<b>Courier Connector</b>	Courier Connection for label and despatch information to the e-commerce platform	●
<b>E-Commerce Connector</b>	E-Commerce Connection for order intake	●

## Implementation Services included in FlightPath for Access Mintsoft– Integration for MRP

Feature	Summary	FlightPath A
<b>Project Initiation and Kick Off</b>	A 30 Minute call to kick things off, gather information and ensure everything is in place for a successful project	●
<b>Setup</b>	We connect your existing Access ERP system to the E-commerce integration platform.	●
<b>Preparation</b>	We provide you the details you need to get from your customers and Courier companies	●
<b>Configuration and Training</b>	We walk you through the configuration of your chosen links and train you on adding additional links yourself in the future.	●
<b>Testing</b>	Some external providers require you to produce sample labels or sample order requests. We show you how to satisfy these requirements prior to launch.	●
<b>Launch</b>	Typically, we launch with no change to business as usual or downtime for your operation. Once the e-commerce or Courier provider is ready, you flick the switch and start using the software.	●



## Additional Services available for Access Mintsoft Integration for MRP

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>Additional E-Commerce links</b>	Additional remote sessions to help you onboard more E-Commerce connections
<b>Additional Courier links</b>	Additional remote sessions to help you onboard more Courier connections

## Access Mintsoft Integration for MRP – Functionality

### Supported E-Commerce Platforms

E-commerce's connections are frequently updated and a full list of available E-Commerce connections are detailed here: [www.mintsoft.co.uk/integrations/](http://www.mintsoft.co.uk/integrations/)

Please confirm with your sales or account manager if specific E-Commerce services are available.

### Order Download

Mintsoft will automatically download orders from your E-Commerce sites and send them to ERP. They will then appear in your order pool, ready for you to process as normal.

## Access Mintsoft Integration for MRP – Courier Functionality

### Supported Couriers

E-commerce's courier connections are frequently updated and a full list of available couriers connections are detailed here: [www.mintsoft.co.uk/integrations/](http://www.mintsoft.co.uk/integrations/)

Please confirm with your sales or account manager if specific courier services are available.

### Label Printing

When labels are generated by the Courier, Mintsoft downloads these and sends them to the print tool on your desktop, these are then printed to your selected printer.

### Reprinting Labels

If you need to reprint a label or change a courier service, you can easily find the order on the E-Commerce portal, update the service if required and reprint.



### 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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