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Service Overview

FlightPath:Upgrade for Access LMS

Together we'll make this upgrade seamless

Your **FlightPath:Upgrade** journey

We believe wholeheartedly that the improved functionality that our latest software version offers is key for our customers to continue to get the best from their software. This is why we have invested in simplifying and improving our Upgrade services, so you can get full value from your ongoing investment in Access.

We also know that you may view the upgrade process with some trepidation and many customers can find this period daunting. In fact for some customers, this may be the first upgrade process they have managed.

We recognise this and we have designed our upgrade 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:Upgrade approach.

In this Service Overview we explain your options and what is contained within the different FlightPath:Upgrade Packages available so we can both make sure your upgrade to the latest version of our software is as seamless as possible.

Seamless implementation, delivered 100% remotely

Our FlightPath:Upgrade services have been designed to be remote-first, providing you with an improved low-risk upgrade 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 keep up to date with 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 are not only certified in our products, they are also trained and certified in our remote-first FlightPath 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 updated product into your colleagues' hands

4. Validation

Ensure all is working to your expectation

3. Learning

Understand product improvements and train your colleagues

2. Preparation

Configure your systems in readiness

1. Getting started

Familiarise yourself with the upgrade process and product

You have control, but we are never far from your side.

Each FlightPath:Upgrade programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your upgrade 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:Upgrade 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:Upgrade approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully upgrade your software to your end-users in a timely and efficient manner.

Your onward journey

Even when your upgrade has successfully landed, and you are in a position to go live, 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 upgraded software and continue to 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.

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FlightPath:Upgrade for Access LMS

The tables below summarise what's included within the FlightPath:Upgrade packages. We will help you choose the package that's right for you but please review this table to ensure your understanding.

FlightPath:Upgrade A	FlightPath:Upgrade B	FlightPath:Upgrade C
Overview This is a self-service setup managed by the customer with Consultant data support. This is ideal for a customer looking to lead their own LMS setup using their existing knowledge where they already have the time to complete the LMS build available to them.	**Overview** This is a cost-effective implementation method of project assistance to setup core functionality. This is ideal for a customer looking to have a fast, simple setup where they complete the main elements themselves with support.	**Overview** This is a fully managed implementation allowing for project management and configuration. This is ideal for a customer with more detailed LMS requirements where more support is needed during the setup process.
FlightPath:Upgrade Content **Access LMS upgrade including:** Self service enterprise LMS platform within Workspace allowing you to manage your internal training requirements, with administrator features facilitating enhanced reporting, line manager capabilities and our built-in course creation tool - eCreator.	**FlightPath:Upgrade Content** **Access LMS Upgrade including:** Enterprise LMS platform within Workspace allowing you to manage your internal training requirements, with administrator features facilitating enhanced reporting, line manager capabilities and our built-in course creation tool - eCreator. You will also receive private training webinars and a consultant to support you during the setup.	**FlightPath:Upgrade Content** **Access LMS Upgrade including:** Enterprise LMS platform within Workspace allowing you to manage your internal training requirements, with administrator features facilitating enhanced reporting, line manager capabilities and our built-in course creation tool - eCreator. You will also receive private training webinars and a dedicated Consultant to project manage the setup.
Included FlightPath:Upgrade Services Self-service theme creation Standard data feed Templated Historic Data Transfer Administrator onboarding pathway Full suite of LMS tools Pre-recorded training webinars	**Included FlightPath:Upgrade Services** All elements covered in FlightPath A Project Support Contact Assisted theme creation, content, registration rules, email reminders, SSO, data import & feed. Two one-hour private webinars Full suite of LMS tools Go-live Support	**Included FlightPath:Upgrade Services** All elements covered in FlightPath B Dedicated project management Design & analysis remote workshop Forms and workflow setup e.g. performance management, T&C etc. Four one-hour private webinars Full suite of LMS tools Go-live Support
Additional services available Assisted / customised theme creation Assisted content, registration rules, email reminders, data import & feed Private webinars Project support or dedicated project management Historic data migration Bulk document import Additional language services Forms and workflow setup eCommerce External Consultancy	**Additional services available** Customised theme creation Additional private webinars Dedicated project management Historic data migration Bulk document import Additional language services Forms and workflow setup eCommerce External Consultancy	**Additional services available** Customised theme creation Additional private webinars Additional project manager time Bulk document import Additional language services eCommerce External Consultancy

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

Additional Services

On top of the services included within the standard FlightPath:Upgrade packages, the table below highlights the additional value-added services that our consulting teams can provide. Please take some time to review these.

Content Creation	Have bespoke content built for you by our dedicated team
Additional Project Support	Charged at a daily rate, additional project support is available where you don't have the time or resource to complete your elements of the LMS build
Customised Theming	Have the Access design team put together a new theme for your LMS
Bulk Document Import	Import multiple documents to be stored against user profiles e.g. external course certificates etc.
Additional Languages	Where you would like the LMS translated into a language not currently provided we have a dedicated third party supplier who can do additional language translations to suit your audience.
eCommerce	Add the ability to process payments for content into your LMS
Training Services	
Admin Training	Training for LMS Administrators to include managing users, roles and teams, security and system settings.
Reports Training	Covers use of the reporting tool in Access LMS

Your FlightPath:Upgrade Journey

The following table outlines the steps and order of events for your FlightPath:Upgrade.

		FlightPath:Upgrade A	FlightPath:Upgrade B	FlightPath:Upgrade C
Self Setup Pathway	Your administrator is setup with access to their new LMS and registered onto the Self Service setup pathway which will walk you through all the training you'll require and setup guides to help you get your LMS up and running	●	○	○
Project Support	You will have a dedicated consultant to keep you on track with the setup elements you undertake, offering advice and guidance where needed and fortnightly check in calls.	○	●	○
Project Management	You will have a dedicated consultant to keep you on track with the setup elements you undertake and who will complete some setups elements for you, offering advice and guidance where needed and weekly project calls.	○	○	●
Workspace Setup	Workspace environment setup and Learn app provisioned allowing you to manage all of your Access products from one location.	●	●	●
User Data Import	Support in the setup of your templated user import, allowing you to manage your user data in a reliable and manageable manner.	●	●	●
Templated Historic Data Import	Using a templated import, a dedicated consultant will support you in transferring your static historic data from your current LMS into your new Access LMS	●	●	●
Recorded Training Webinars	Access to our vast range of recorded training webinars covering a large number of the Access LMS features including administrator accreditations.	●	●	●
Private Training Webinar	Dedicated one hour training sessions provided by your consultant	○	2 Sessions	4 Sessions
Performance Management Setup	Have a consultant support and assist in the creation of your Performance Management Scheme within the LMS	○	○	●
Kick Start Workshop	A remote workshop to cover the base configuration of the LMS, and detailed planning of the key deliverables and tasks over the project timeline.	○	○	●
UAT	Scheduled UAT time where we fix any issues you've uncovered during testing and provide any remedial training.	○	●	●
Typical Duration	Typical project duration - A typical project plan is shown on the next page	2-3 weeks	4-6 weeks	6-8 weeks

Typical Project Plan

Below is a typical project plan for a FlightPath:Upgrade A project:

Deliverable	Description	When
Workspace Setup	Workspace environment provisioned and Learn app configured to base requirements	Ahead of consultant allocation
LMS access	Access to your LMS instance is granted so you can configure to your specific requirements	Once consultant allocated
Data Import	Basic user data imported into your LMS	1-2 weeks after access
Historic Data	Templated historic user data is imported into your LMS	2-4 weeks after access

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**