access

EPOS 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
Remote Consultancy	Up to 7 hours consultancy per day	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Remote Consultancy	Up to 3.5 hours remote consultancy	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Onsite Consultancy	Up to 7.5 hours onsite including lunch break. 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.	Professional Project management providing clients the support they require to implement their projects successfully	Per Day
Solution Architect	Time to create technical solution design and integrations for complex, multi-product, multi-department solutions	Minimised risk for highly complex, large scale projects	Per Day
Development work	Time to create technical solution design and integrations for complex, multi-product, multi-department solutions	Minimised risk for highly complex, large scale projects	Per Day

Implementation Services

Service	Description	Customer Outcome	Pricing
Bespoke Documentation	Documentation based on customers specific environment. Cost dependant on number of products.	Customer has documentation required for compliance and audit with regards to line of business applications	Per Day
Technical Health Check - POS	Consultant will review the system configuration and processes according to the customer's requirements.	A report will be produced detailing findings and recommendations	Per Day
Technical Health Check - Back Office	Consultant will review the system configuration and processes according to the customer's requirements.	A report will be produced detailing findings and recommendations	Per Day
Technical Health Check - Stock	Consultant will review the system configuration and processes according to the customer's requirements.	A report will be produced detailing findings and recommendations	Per Day
Technical Health Check - Kitchen Video	Consultant will review the system configuration and processes according to the customer's requirements.	A report will be produced detailing findings and recommendations	Per Day
Bespoke Existing Site Configuration	Configure POS and KV to specific customer needs in existing sites	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
New Site Configuration	New site will require setup and configuration.	New Setup based on customer requirements	Per Day
Scoping for bespoke development	Understand bespoke development requirements to enable development to estimate work required. Scoping day to be charged even if development work not taken up	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
On-Site PDQ Setup and Integration	Customer requires a number of Payment Sense, VeriFone or WorldPay PDQ Integration	PDQ's are plugged in, connected to network and Integrated with PosLink	1 day per site
Remote PDQ Integration	Customer requires Payment Sense, VeriFone or WorldPay PDQ Integration.	PDQ's are Integrated with PosLink	Hourly Rate
Data Import	Customer requires additional PLU data, Budget Data and Product Data to be imported into the Stocklink database	Customer Specific data is imported into Stocklink and tested for consistency	Per Day
Data Export	Customer requires export of data for accounts, third party apps or internal reporting	Customer data is exported from Stocklink and tested for consistency.	Per Day
Existing Third-Party Configuration	When a customer requires any third party integration	Consultant will provide access to the third-party and provide documentation	Per Day
New Third-Party Configuration	When a customer requires any third party integration	Consultant will provide access to the third-party and provide documentation	Per Day

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
POS Control	Training on maintaining POS program; plu's, medias etc.	Desired outcome agreed by client and consultant ahead of the scheduled day	1 Day
Stock Training	Training on maintaining product catalogue, placing PO's and accepting deliveries. Will also cover entering closing stock and resetting stock result.	Desired outcome agreed by client and consultant ahead of the scheduled day	1 Day

Reporting Services

Service	Description	Customer Outcome	Pricing
Stocklink Report Building	Let us write your custom reports for you. Reports are an essential tool to analyse your data, we can help you speed us the process of accessing this key data	More complex bespoke reporting. Spec provided by customer ahead of scheduled report writing day	Per Day
Business Sheet Building	Customer requires bespoke summary of weekly sales and banking figures	More complex bespoke reporting. Spec provided by customer ahead of scheduled report writing day	Per Day
Stock Result Building	Customer requires an in-depth stock result with variances by line, sub category and an overall actual and theoretical gross profit	An accurate stock result by line, sub cat and an overall gross profit margin.	Per Day

Development and Integration Services

Service	Description	Customer Outcome	Pricing
Server Migration	Customer may require data to be moved to another server with minimal downtime.	Migration of Stocklink database and application.	Per Day
Setup Test Environment	When a customer would like their TEST to be refreshed as a copy of the LIVE system. Providing the customer with a like for like system. Used to test, train and develop	Consultant will recreate the LIVE system in TEST. This will include all fixes, files and data	Per Day
Third-Party POS Connections	Customer requires an existing third party integration to the POS	POS is integrated with third-party; Deliveroo, Uber, Eats, Pepper, Eagle eye etc.	Fixed Price + £15 per site per month

*Any travel expenses charged separately

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