

Access Maintain 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 hours onsite. 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
Development Resource	Development requirement for bespoke customer requests	Specification and completion of work as agreed by the client ahead of scheduled work	Per Day

Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
Site Manager Training	Basic Training for end users of the system via remote web session. To include raising order, logging contractor attendances and planned maintenance	Enable site staff to utilise the basics of the Access Maintain system	Per Day
Head Office Training	Head office training session on site to cover reporting, financial invoicing and the administration of the Access Maintain system	Enable new staff or existing users requiring a refresh of their knowledge to be able to configure the system to meet their needs and understand reporting	Per Day
Contractor Training	Training for contractors alongside Customer to cover engineer's interaction on site, pricing jobs centrally and the invoicing process.	Ensure all contractors have an understanding of their interaction with Access Maintain.	Per Day
System Health Check	Review system usage and suggest features which could be enabled for improved use of the Access Maintain system	Ensures the Customer gets the best performance, and uses best practices when using the Access Maintain system	Per Day