Volcanic 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.

Day Rate Service options

Service	Description	Customer Outcome	Pricing
Web design consultancy and work	Up to 6.5 hours consultancy per day, delivered remotely or onsite to be agreed ahead of work commencing	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Web Site Development & Enhancements	Up to 6.5 hours per day, delivered remotely	Desired outcome agreed by client and consultant ahead of the scheduled day	Per Day
Remote/Telephone Consultancy	Up to 3 hours remote consultancy	Desired outcome agreed by client and consultant ahead of the scheduled day	Half Day

Contact us via the online form regarding any of our services - https://pages.theaccessgroup.com/Professional-Services.html

Implementation Services

Service	Description	Customer Outcome	Pricing
Project Management	Your assigned Project Manager will undertake project planning, provide updates on progress made keeping the project implementation on track	Professional project management providing clients with the support they require to implement their projects successfully	Per Day
Implementation Consultant	Consultancy expertise provided to scoping your business needs. This may be as one off ad hoc days, multiple days for BAU or for Projects which require scoping for multiple systems	In a world of rapid technology evolution we enable our clients to make better decisions about their technology which fuels their success. This service will offer you expert advice on highlighting where your business can be improved with software and process to increase both productivity and profit. A follow up will be made in writing and this may result in a specification being written for any agreed development.	Per Day
Data Migration Service	Importing data from 3rd party systems to your new platform. This can be done as a one off or on going routine. See Development Services section lower down for more detail	Negating the need to manually key in the data	Per Day
Data Upload	Support mass Redirects, Candidates, Blogs if provided in a CSV in our required format	Negating the need to manually key in the data with file uploads saving time & resource	Fixed Price
Standard Multi-poster/CRM integration installation	Standard integration with one of our 3rd party partners	Enabling data flowing between your website and your multiposter or CRM negating the need for manual updates	Fixed Price
Custom XML feed	Export feed to support jobs being sent to different vendors in their required format	Jobs on different 3rd party vendors which can divert traffic back to site	Fixed Price
Internal Integrations to be included	Standard integration with one of our other softwares	Enabling data flowing between your website and your Access CRM negating the need for manual updates	Fixed Price
Bespoke integration and/or change	Bespoke scoped integration with a current third party or even a Access current software	Unique integration enableing a significnt return of investment from less manual work	Per hour / Per day
Access to the Volcanic API	Specifice site API endpoint to connect for your third party	Ability to build your own integration	Fixed Price

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Advisory and Adoption Services

Service	Description	Customer Outcome	Pricing
1-1 Online Training (over the phone)	Sessions booked with a trainer to train on topics specific to the user, delivered via an online conference software. Hourly sessions with up to 2 people and one trainer.	Get user support to help your agency make marginal gains on improving your use of your software	Fixed Price
E-Learning Course	Remote online learning available. Depends on CSP level	Get your workforce learning the database in their own time and at their own pace - provided on demand.	Fixed Price

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Web Changes and Integration Services Options

Basic Web Enhancements

Service	Description	Customer Outcome	Pricing
Adding 3rd party Script	Adding or updating 3rd party script to global header / footer to specific page(s).	3rd party scripts to be implemented or displayed as generated by the third party provider within the product's capabilities. Scripts are provided by the customer thus customisation, styling or issues occurring through it will be the responsibilities of third party. (scripts will need to be tested to confirm compatability with the Volcanic platform)	Per Request
Adding 3rd Party Widgets	Adding or updating 3rd party widget that comes prepared with the embedded codes, requiring little to no effort of development from Volcanic.	3rd party widgets to be implemented or displayed as instructed by the third party provider within the product's capabilities. Information to be provided by the customer thus customisation, styling or issues occurring through it will be the responsibilities of third party. (widgets will need to be tested to confirm compatability with the Volcanic platform)	Per Request
Changes to layout / Removing Sections	Re-arranging the layout with no additional elements / / Removing adding sections. Applied per Template / Homepage only.	Amending the website where a section has been hardcoded based on the initial signed off design.	Per Request
Update website & email Logos	Updating the logo of the site and email templates and full QA of website for logo	Website / Email / Favicon logo updated in the correct size / formatting of the site using the file(s) provided by the customer.	Per Request
Initial set-up of platform pages	Using a feature that requires setting up the template of the platform page(s) for the first time.	In accordance to what had been agreed between the customer and consultant.	Per Request
Content Loading	Loading content on behalf of the customer's request per page, including links, and a full QA of each page	In accordance to what had been agreed between the customer and consultant.	Per hour / Per day
Google and Tracking Setup	Consultancy expertise provided on getting your Google accounts configured correctly, this includes GTM, GA, GSC, plus pixels and tracking scripts.	Guidance to having the ability to track a specific event on a high level overview, including data to aid your marketing needs. This will be based on the customer's account set up.	Per Request

*Any travel expenses charged separately

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Design Consultation	Consultancy expertise provided on getting the best experience for your viewers. Applied per Template / Homepage only.	This service will offer you insights on improving engagement with your relevant target audience by providing solutions to common UX problems and enhancing overall user experience.	Per hour / Per day
Holding Page	A live one page site which can be launched prior to a full website launch. Will say that the full site is coming soon and give contact details	Customer will have a live one page site in the lead up to full launch	Fixed Price

Detailed Web Enhancements

Service	Description	Customer Outcome	Pricing
New Web Page Template	Adding 1 new template or redesigning 1 existing template/Homepage.	In accordance to what had been agreed between the customer and consultant.	Per Hour / Day
Rebranding	Changes that requires to be applied site-wide (eg. colour scheme).	In accordance to what had been agreed between the customer and consultant.	Per Hour / Day
Template Change	Changes that requires to be applied to a template (eg. colour scheme) or changing to a new template	In accordance to what had been agreed between the customer and consultant.	Per Hour / Day
Addition Volcanic template	Additional Volcanic template added to site	Additional template to use on your webiste enabling more personalisation	Per Request

Bespoke Services

Service	Description	Customer Outcome	Pricing
Functionality amendments	subject to type of requirement	In accordance to what had been agreed between the customer and consultant.	Per Hour / Day
Amending / Reverting client changes	subject to the list of changes / amendments requested	In accordance to what had been agreed between the customer and consultant.	Per Request
Website Data export	CSS, HTML, JS & Images of your website	Files required if copy needed off site. Backup of majority of site. Excluding platform specific code	Per Request

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