

Premier Customer Success Plan



The Premier Plan

Boost productivity with direct access to the experts

Support Services

- Unlimited Problem Resolution Support cases
- Telephone Support
- Live Chat¹
- Extended Support Hours 8am-6pm²
- P1 – 1 hr response time
- P2 – 2 hr response time
- P3 - 4 hr response time
- 8 Named Support contacts

Advisory Services

- Task based 'How to' Advice and Guidance – online & telephone
- Access to wealth of Knowledge Base articles
- Online user community

Knowledge

- Product E-Learning – unlimited users
- Success Webinar Programme

Success Services

- Designated Customer Success Manager
- Access to a portfolio of Proactive Services
- Product Group Roadmap Briefings specific to Premier customers

Our Premier Plan enables your team to maximise productivity. Get the best return from your investment in the technology by taking full advantage of having your own designated Customer Success Manager and access to a support team. Use their expertise to enable your team to achieve more.

Through a continuing relationship with a team of Access experts, they understand how you're using our technology, provide best practice advice and guidance to help boost productivity.



¹Where applicable

²Service is delivered Monday -Friday as per your statement of work.

³There is a minimum spend for a Premier Success Plan of AU\$2.5K. For a Customer Success Manager to be assigned, a contract must meet this criteria.

“ I would definitely recommend this to others. The days spent with my CSM have proved invaluable, not only to explore ideas for the way forward to gain the most out of the system, but also having that expertise when wanting to introduce new workflows/automation to ensure what you’re doing is correct. ”

Advisory Services

With a Premier Tailored Success Action Plan you have full access to the Customer Success Portal, which contains a wealth of Knowledge Base articles, access to an online community of other users and a library of webinar content delivered by our product experts.

In addition to the content we provide on our Customer Success portal and through our E-Learning, we appreciate that sometimes your team may wish to ask advice from an expert on particular tasks. Task-based advice and guidance is available through the designated support team to assist with those ‘How do I...?’ queries.

Knowledge

A Premier Plan allows you to benefit from our product E-Learning content hosted in our award-winning E-Learning platform. Take advantage of unlimited users to access the E-Learning content¹ for your specific product, as well as a wealth of additional content provided in Access Learning Lite provided as part of Access Workspace.

Our Customer Success team runs a comprehensive programme of Success Webinars designed to share best-practice advice and guidance, help improve productivity with the technology, and to keep you abreast of new features and functionality.

¹ [Click here](#) for the products for which E-Learning content is available.

² The number of reviews a Premier customer receives is dependent on plan spend.

Plan spend	>AU\$2.5K	>AU\$5K	>AU\$25K	>AU\$50K
Reviews per annum	2	4	6	12

Success Services

Designated Customer Success Manager

As a Premier customer you will have a designated Customer Success Manager who understands your business, how you’re using the technology and your business goals. They will work proactively with your Access Account Team to recommend solutions to solve your business challenges. They will deliver:

- **Tailored Success Action Plan** – agreeing jointly a set of objectives to ensure you’re getting the best return on your investment in Access technology.
- **Customer Success Reviews** a regular check point to review the objectives set out in your Success Plan and to understand any new goals or challenges. Frequency (monthly, quarterly, bi-annually, annually) dependent on plan spend².
- **Proactive Case Management** – making sure cases are progressed, working with support managers and development teams to ensure a resolution. Your Customer Success Manager will also work in conjunction with Technical Support to understand trends and work with you to prevent problems occurring.
- **Proactive Advice and Guidance** – delivered either by your own Customer Success Manager or by connecting you with other experts through success days.
- **Product Updates** – keeping you up to date about new releases and functionality that may be pertinent to your business.
- **Customer Advocate** – acting as your advocate in Access, to answer any queries or to connect you with the right resources.

Success Days

Reach your goals faster with proactive advice and guidance

- **Our Customer Success teams** have designed a portfolio of proactive services to help customers reach the business outcomes they are looking to achieve sooner. Premier customers can get direct access to these services by using their inclusive days and/or by purchasing additional days. Customers without any inclusive days/points may purchase these separately.
- **Premier Product Roadmap Briefings**
Premier customers will benefit from Product Roadmap Briefings, allowing Premier customers both to understand future plans for the technology and to influence the roadmap.

“ The success plan and the regular catch ups mean we stay on track and maintain momentum on improving how we use the system ”



E-Learning Product List

Workspace products

- Access Analytics
- Access Purchasing - Approve
- Access Purchasing - Capture
- Access Purchasing - Document
- Access Purchasing
- Access Expense

Digital Learning and Compliance

- Access LMS

Education

- Education Budgets
- Education Finance

Financial Management Systems

- Access Financials
- Dimensions
- Access Financial Operations

People

- Access Recruit
- Select HR
- Select Pay
- Workspace HomeWork
- Access TeamSeer
- People XD
- People HR

Hospitality

- Access People
- Collins
- EPOS
- Procure Wizard
- Access Maintain (ProNett)

Health and Social Care

- Access Care Planning
- Care & Clinical
- Medication Management
- People Planner
- WebRoster

Not for Profit

- Gamma
- ThankQ
- ThankQ SaaS
- Access NFP Website

Recruitment

- Access RDB
- Access Recruitment CRM
- Pay & Bill
- Profile
- Screening
- Volcanic

Supply Chain

- FactoryMaster
- Orchestrate
- Q-Series
- ASC

