

## Service Overview

# **FlightPath** for Volcanic Pro with Additional Pages

Together we'll land this implementation





## **FlightPath** your Access software journey

We believe wholeheartedly that the functionality that our software offers our customers is very important, but it is only half of the value equation, how the system is rolled out is critical if full value from your new investment is to be achieved.

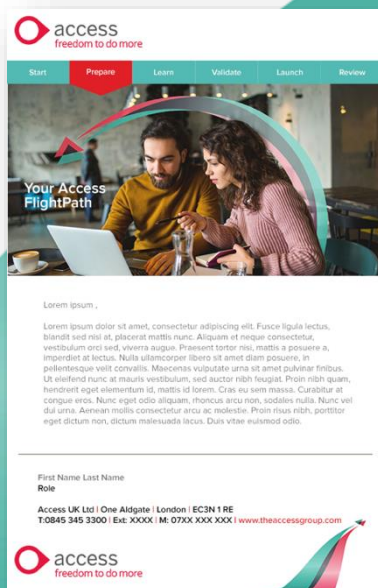
We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact for some customers, this may be the first software roll out they have managed.

We recognise this and we have designed our implementation 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 implementation approach.

In this Service Overview we explain your options and what is contained within the FlightPath Packages available to help implement your software, along with the additional services you can opt to include.

# 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 product into your colleagues' hands

## 4. Validation

Ensure all is working to your expectation

## 3. Learning

See what the product can do and train your colleagues

## 2. Preparation

Configure your systems in readiness

## 1. Getting started

Familiarise yourself with the process and product

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

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





## FlightPath A

### Overview

Delivery of a recruitment website, with a **bespoke homepage design** plus **two bespoke internal webpages**, alongside your choice of templates from our best-in-class template library, designed purely for the recruitment industry.

Project timeframe 10 weeks, if further time is required, then refer to sales.

### FlightPath Content

Staging environment set up  
Homepage design access  
Job search functionality  
Candidate portal  
Testimonials  
Form builder  
SEO console and advanced SEO pack  
Reporting and advanced reports  
Blogs  
Candidate job alerts  
Apply via LinkedIn  
Consultant profiles  
Google for jobs  
GDPR compliance suite  
Tag manager  
Custom categories  
AMP pages  
Holding page  
Employers  
Featured candidates  
Branches  
Events  
Client profiles

### Included FlightPath Services

Welcome call  
Homepage design call  
Website administrator access  
LMS access  
Bespoke homepage design  
Homepage design reveal  
Design and reveal of two internal webpages  
Website build  
Mid-project check in  
Additional project review  
Go live call  
Go live assistance

### Additional Services available

Job Aggregator Feeds  
Additional Onboarding consultancy.  
Additional bespoke pages  
Additional languages.  
Integrations with third party CRMs.  
Re-engagement email.

Please consult latest Services Catalogue for available options

## FlightPath B

### Overview

Delivery of a recruitment website, with a **bespoke homepage design** plus **four bespoke internal webpages**, alongside your choice of templates from our best-in-class template library, designed purely for the recruitment industry.

Project timeframe 13 weeks, if further time is required, then refer to sales.

### FlightPath Content

Staging environment set up  
Homepage design access  
Job search functionality  
Candidate portal  
Testimonials  
Form builder  
SEO console and advanced SEO pack  
Reporting and advanced reports  
Blogs  
Candidate job alerts  
Apply via LinkedIn  
Consultant profiles  
Google for jobs  
GDPR compliance suite  
Tag manager  
Custom categories  
AMP pages  
Holding page  
Employers  
Featured candidates  
Branches  
Events  
Client profiles

### Included FlightPath Services

Welcome call  
Homepage design call  
Website administrator access  
LMS access  
Bespoke homepage design  
Homepage design reveal  
Design and reveal of four internal webpages  
Website build  
Mid-project check in  
Additional project review  
Go live call  
Go live assistance

### Additional Services available

Job Aggregator Feeds  
Additional Onboarding consultancy.  
Additional bespoke pages  
Additional languages.  
Integrations with third party CRMs.  
Re-engagement email.

Please consult latest Services Catalogue for available options

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

Greater detail is provided within the tables on the following pages.

Product features enabled per FlightPath package for Volcanic Pro			
Feature	Summary	Flightpath A	Flightpath B
Content Management System	You will get access to the Volcanic CMS, where you can upload your content into your chosen templates, create new pages and edit your job search settings.	●	●
Bespoke Homepage	A bespoke designed homepage following a list of criteria provided by you via our discovery documentation.	●	●
Job Search functionality	Your site can be customised with unique tags and categories, making it quick and intuitive for candidates to search and filter your jobs in their relevant specialisations.	●	●
Candidate Portal	Give your candidates control over their profile and quick, single-click applications for new roles.	●	●
Testimonials	Keep your website up-to date with our testimonial functionality.	●	●
Form Builder	Our form builder tools allows you to create forms with text field, list picker and upload options. You can customise the 'To' address and the page a user lands after completing.	●	●
SEO Console	Our SEO crawler will alert you of any missing H1 tags, meta information and alt tags, so you can be sure your website is Go Live ready.	●	●
Reporting	Using a connection with your Google Analytics account, we will pull through some basic reports in user friendly graphs to allow you to track candidates and jobs on your site.	●	●
Blogs	Build your content using our blogs functionality.	●	●
Candidate job alerts	Allows candidates to set up personalised job alerts based off their location, sector and job type.	●	●
Apply via LinkedIn	Button on your application page to allow candidates to quick apply using their LinkedIn profile.	●	●

<b>Consultant profiles</b>	Ability to add consultant images, bio and contact details into your site.	●	●
<b>Google for jobs</b>	Your job posts will be set up and ready for integration with Google	●	●
<b>Advanced SEO pack</b>	Optimise your website for SEO with our advanced SEO pack, including keywords and locations.	●	●
<b>Advanced reporting</b>	Volcanic's in-built reporting suite provides a comprehensive toolkit that lets marketers track clients and candidates through their lifecycle - from attraction to conversion - to gain a holistic view of your website's marketing performance.	●	●
<b>GDPR compliance suite</b>	Manage your legal documents, and GDPR-related requests from candidates through our compliance suite.	●	●
<b>Tag manager</b>	Manage the tags that will be available on your website through the CMS.	●	●
<b>Custom categories</b>	Add additional filter criteria for your job search based on your company's requirements, e.g. qualifications, experience.	●	●
<b>AMP pages</b>	Implement accelerated mobile pages to strip down some of the HTML in your website's pages to offer faster load times.	●	●
<b>Holding page</b>	We can assist in getting our templated holding page live on your domain to inform people your new site is under construction	●	●
<b>Employers</b>	Highlight your recruitment services to potential clients, showcasing statistics, case studies etc.	●	●
<b>Featured candidates</b>	Highlight your top candidates to boost their attraction to clients.	●	●
<b>Branches</b>	Manage your company's different locations through our branch overview and individual branch detail pages.	●	●

<b>User behaviour reports</b>	Understand how candidates are using your website through our conversion report, job alert report, and search report.	●	●
<b>Events</b>	Add events to your website through the CMS, to be displayed on our events template. These could be events you are hosting/attending.	●	●
<b>Client profiles</b>	Ability to add client detail pages, where you can add information about the client as well as their latest jobs and testimonials.	●	●



Implementation services included in FlightPath for Volcanic Pro			
Feature	Summary	FlightPath A	FlightPath B
Welcome call	Remote meeting to establish project timelines, key contacts and your next actions	●	●
Homepage design call	A call with your Onboarding Consultant and design lead to capture design requirements for your bespoke homepage and additional bespoke internal webpages.	●	●
Administrator access	We will give you access to the platform in a staging environment so you can start adding content to your site.	●	●
LMS – Learning Management System	Access to a host of learning videos and guides. Content dependent on FlightPath. The mid-point check in will be booked in after completion of the LMS.	●	●
Bespoke designed homepage	Access will use the information gathered to design and create a bespoke homepage for your website.	●	●
Bespoke homepage design reveal	Reveal design and gather feedback.	●	●
Bespoke design of two internal webpages	Your design lead will design two internal pages for your website and reveal these to you for feedback.	●	
Bespoke design of four internal webpages	Your design lead will design four internal pages for your website and reveal these to you for feedback.		●
Website build	Access will build your website off a set of templates selected by you, from a predefined list of templates available per flightpath.	●	●
Mid-point check-in	This is a remote meeting halfway through the project to make sure that the project is still on track and that there are no barriers for you to add content to your site. You will have access to a support hub where you can list any blockers prior to the meeting, and we will review it. You can also list image URLs for Shutterstock that we can acquire for you – this is limited to 20 images.	●	●
Additional project review	This is a remote meeting after the development on your website has been completed. Here we will discuss your progress, any blockers you have and any specific requirements for content loading your bespoke homepage.	●	●
Go live call	A call to discuss any final questions you may have and sign off on your website going live.	●	●

<b>Go-live assistance</b>	All work prior to this point is in a staging environment. We will assist in the process of changing the DNS records. This includes support in the DNS change, setting up an SSL certificate for security and setting up redirects (if moving from a live site from another provider).	●	●
<b>SSL certification</b>	We will set up an SSL certificate for you so you can be sure that your site is fully secure	●	●
<b>Redirects</b>	We will set up redirects for your new site (if moving from a live site from another provider). This is for the for first 10 pages of Google	●	●
<b>Handover to support</b>	After your website go live, you will be handed over to our customer support team.	●	●

## Additional Services available for Volcanic Pro

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

<b>Integrations with third parties</b>	Third parties typically cover CRMs and Job Posters. Bespoke work is available if scoped.
<b>Multi-language site</b>	Enable site visitors to toggle between multiple languages on your website, viewing different versions of your content in the relevant language.
<b>Job Aggregator Feeds</b>	Job aggregators pull/crawl jobs from websites and put them all in one feed. We can set up job feeds to your site.
<b>Onboarding consultancy</b>	1-hour onboarding sessions can be purchased as required.
<b>Additional bespoke internal pages</b>	Design and build of extra bespoke internal pages.
<b>Re-engagement email</b>	Once your current candidate data has been migrated from your old site to your new Volcanic site, send them a re-engagement email to log in to your new website.

Please see our [complete service catalogue](#) for a complete list of additional services provided.



## 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](http://www.theaccessgroup.com)

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