

Service Overview

FlightPath for Volcanic Languages

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.

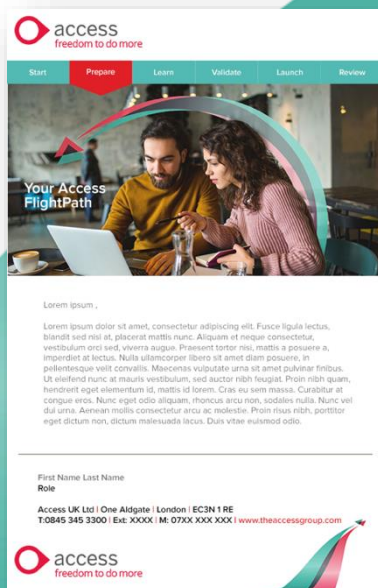
We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact for some customers, this may be the first software roll out they have managed.

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 for Volcanic Languages

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.

FlightPath A	FlightPath B
<p>Overview</p> <p>Enablement of 1-3 additional languages on your recruitment website.</p>	<p>Overview</p> <p>Enablement of 4-6 additional languages on your recruitment website.</p>
<p>FlightPath Content</p> <p>Additional languages on your Volcanic website</p>	<p>FlightPath Content</p> <p>Additional languages on your Volcanic website Shared dataset with your main website</p>
<p>Included FlightPath Services</p> <p>Introductory call Enablement of your languages Language toggle added to your website's header Website QA 1 x half hour onboarding session Go live</p>	<p>Included FlightPath Services</p> <p>Introductory call Enablement of your languages Language toggle added to your website's header Website QA 1 x 1 hour onboarding session Go live</p>
<p>Additional Services available</p> <p>Extra languages Onboarding consultancy Design consultancy</p>	<p>Additional Services available</p> <p>Extra languages Onboarding consultancy Design consultancy</p>

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

Product features enabled per FlightPath package for Volcanic Languages Sites

Feature	Summary	Flightpath A	Flightpath B
Languages on your Volcanic website	We will enable your required languages on the back end of your website, so you can add content in each required language.	●	●
Shared dataset	You can share the dataset used on your main site with your additional language sites.		●

Implementation services included in FlightPath for Volcanic Language Sites

Feature	Summary	FlightPath A	FlightPath B
Introductory call	Remote meeting to establish project timelines, key contacts and your next actions	●	●
1-3 Languages set up	We will set up 1-3 languages on the back end of your website ready for you to content load.	●	
4-6 languages set up	We will set up 4-6 languages on the back end of your website ready for you to content load.		●
Onboarding session – content loading your language sites	A session with your consultant covering how to content load your language sites	●	●
Language development	Development will build a language toggle for the front end of your website, so your end users can switch between languages from your main site, and implement language tagging for content.	●	●
Go live	Deployment of your language sites to your main live Volcanic website.	●	●

Additional Services available for Volcanic Languages

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.

Additional onboarding consultancy	Additional consultancy with your Onboarder while in flight
Design consultancy	Design consultancy for the language toggle added to your website's header.
Additional languages	Additional languages above those in FlightPath A and B

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:
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