Service Overview

FlightPath for Access Policies & Procedures

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 best practise, remote-first 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.

Seamless implementation, delivered 100% remotely

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e-learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Our Flightpath implementation was top notch, our expectations set at the beginning of the project were met and we felt well supported throughout.

FlightPath:
your five-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.

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.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

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Sarah was an amazing coach and support throughout our Flightpath implementation - her help in getting this module off the ground was invaluable.

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access
freedom to do more

FlightPath for Access Policies & Procedures

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

Overview

Aimed at companies wanting an implementation method offering access to your Policies & Procedures.

This is ideal for a customer wanting a fast move from a previous system to their new content.

FlightPath Content

Access Workspace
AP&P app
Policy creator
Content upload
Set up wizard
Team activity dashboard

Included FlightPath Services

Workspace creation including main admin login created as well as access to collaborate Access Policies & Procedures Forms for admins.
1.5-hour welcome call and introduction to workspace training, how to add learners, tags etc.
1.5-hour session on the onboarding wizard, creation/upload of policies, compliance and maintaining/managing policies moving forward.
½ hour Q&A call
Sign off from onboarding & handover to support

Additional Charged Services available

Additional onboarding consultancy

Greater detail can be found in the tables on the following pages.

Product features included per FlightPath package for Access Policies and Procedures		
Feature	**Summary**	**FlightPath A**
Access Workspace	Access workspace including the following apps: Collaborate, Learning and Analytics.	●
Policy Management	Ability to create and edit your own policies.	●
AP&P App	Access to the AP&P app allowing your users to learn anywhere at any time.	●
Team Activity Dashboards	Access to Team Activity area where you can easily identify who hasn't read a policy, amend due dates etc.	●
Settings	Manage who can view what policy type or groups, control who has permissions to upload, manage, or simply view policies and procedures.	●
Set up Wizard	Guides you through the areas you need to complete to have a fully functioning system.	●

Implementation Services included in each FlightPath for Access Policies & Procedures		
Service	**Summary**	**FlightPath A**
Set up of AP&P and Access Workspace	Setting up of your AP&P on Access Workspace Main admins ONLY	●
Welcome Call and Introduction to Workspace	A call with your Consultant covering roles and responsibilities, timescales and next steps. We will also cover how to add staff to workspace, add tags, create groups, manage roles.	●
Onboarding Training Session – system overview	Training for Administrators covering a brief recap on workspace, the onboarding wizard, creation/upload of policies, compliance and maintaining and managing policies moving forward.	●
Q&A Session and go live	Q&A session to iron out any questions client may have & sign off on project go live. We will email you on the day of your go live to confirm this and the next steps.	●
Handover to support	Handover to our support team for your onwards journey with Access	●

Additional Charged Services available for Access Policies & Procedures

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.

Onboarding Consultancy	1-hour onboarding sessions can be purchased as required to help with adding learners to workspace.
Additional Training (remote)	Purchasing of Learning Onboarding Training sessions should you need to upskill new team members

Please see our complete service catalogue for a complete list of additional services provided.