Service Overview

FlightPath for Access Legal Compliance

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 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.

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.

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

access
freedom to do more

FlightPath for Access Legal Compliance

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	Flightpath C
Overview	**Overview**	**Overview**
...guration, managed implementation and ...ch of up to 3 modules from your Legal ...nce Solution with full knowledge transfer ...r system administrators who will be able ...nage your solution and generate reports ...viding you with a joined up solution.	Configuration, managed Implementation and launch of up to 6 modules from your Legal Compliance Solution with full knowledge transfer to your system administrators who will be able to manage your solution and generate reports providing you with a joined up solution.	Configuration, managed Impleme... launch of all modules from your Lega... Solution with full knowledge trans... system administrators who will be al... your solution and generate reports ... with a joined up solution...
FlightPath content	**FlightPath Content**	**Flightpath Content**
...lementation of 3 modules, reporting and ...boards, Master user training and account ...support, free Lexcel templates provided, 1 ...rage, upload of user data and permissions, ...ing for all additional compliance modules.	Implementation of 6 modules, reporting and dashboards, Master user training and account set up support, free Lexcel templates provided, build 3 Custom question sets, 5 GB storage, upload of userdata and permissions, eLearning for all additional compliance modules.	Implementation of all modules, r... dashboards, Master user training ... set up support, free Lexcel templa... build 5 Custom question sets, 10 ... upload of user data and perm... eLearning to support your know... compliance modules.
Included FlightPath Services	**Included FlightPath Services**	**Included FlightPath Service...**
Welcome call	Welcome call	Welcome call
...uild and Configure your Solution	Build and Configure your Solution	Build and Configure your Sol...
...B free storage for document upload	5GB free storage for document upload	10GB free storage for documen...
...rd audit and review templates provided	Standard audit and review templates provided	Standard audit and review templa...
	Build of 3 custom audit templates	Build of 5 custom audit temp...
Upload your Staff Data	Upload your Staff Data	Upload your Staff Data
Master User training	Master User training	Master User training
Module training sessions	Module training sessions	Module training sessi...
Reports and Dashboards	Reports and Dashboards	Reports and Dashbo...
...cess to eLearning for key stakeholders	Access to eLearning for key stakeholders	Access to eLearning for key sta...
Go-live Support	Go-live Support	Go-live Support
Additional Services available	**Additional Services available**	**Additional Services availabl...**
Additional consultancy	Additional consultancy	Additional consultancy
Additional training	Additional training	Additional training
Additional storage	Additional storage	Additional storage
Custom question set creation	Custom question set creation	Custom question set creatio...
Additional modules	Additional modules	Additional modules

Greater detail can be found in the tables below:

	Summary	FlightPath A	FlightPath B	Flightpath C
Product features included per FlightPath package for Access Legal Compliance				
Automated task Workflow	Tasks automatically created and assigned when action is required. Notification via email when tasks have been assigned.	●	●	●
File Attachments	Ability to attach documents to records	●	●	●
Custom Tasks	Create custom tasks attached to records. Custom tasks will trigger actions and notification via email when assigned.	●	●	●
User Permissions	Set access and visibility of modules via user permissions	●	●	●
Module Dashboards	See key data, outstanding tasks and records in one place.	●	●	●
Default Task set up	Set up default task due dates and assignees	●	●	●
Printing Records	Download PDF copies of records	●	●	●
Record history	Audit history to evidence compliance in each record	●	●	●
Reporting	Dashboards showing key compliance data via charts which can be amended to show different date ranges. Report builders and exporter.	●	●	●
Audit Scheduler (Audit module only)	Ability to schedule audits for users to complete on set due dates.	●	●	●
Advanced searching	Search for records, references and key terms across all modules.	●	●	●
Company Noticeboard	Share selected information, links, and advice to users.	●	●	●
Notify users or groups	Ability to automate notification emails to interested parties when a task is required	●	●	●
Record notes	Add notes to each record for further details.	●	●	●

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FlightPath for Access Legal Compliance

Implementation Services included per FlightPath package for Access Legal Compliance		FlightPath A	FlightPath B	Flightpath C
Build Solution	Your solution will be configured and URL Created	●	●	●
Welcome call	Your Project Lead will contact you to familiarise you with the journey and Access People.	●	●	●
Master User training	An overview of the system covering navigation, account settings, accessing support and resources etc.	●	●	●
Staff Data Import	We will provide a template to be updated with user details and permission levels. Your Project Lead will import this data.	●	●	●
Standard Template	We will populate the audit and review modules with standard templates	●	●	●
Custom Question Set Creation	We will build existing audit question sets or reviews into the solution		3	5
Data Storage	Your Project Lead will set up access to data storage which can be used for document management within the system	1	5	10
Module training	Remote training sessions to run through adding records, using reporting and dashboards, task workflow, additional module set up etc	Up to 3 modules	Up to 6 modules	All modules
On-line training	On-line training will be provided with e learning accreditations for all Riliance modules.	●	●	●
Check in period	Opportunity to test the modules and schedule in touchpoints with your Project Lead to deal with queries.		●	●
Post Go-Live Support	Your project lead will schedule a session to answer any queries	●	●	●

Handover to Support Desk

On completion of the project, your Project Lead will schedule a call to introduce your to the helpdesk so you know where to access support and guidance moving forward.
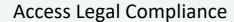
Additional Services available for Access Legal Compliance

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

Additional users for the on-line training	Additional users
Remote consultancy	Additional remot sessions.
Additional Module training	Remote training
Custom question set	Add Additional C
Additional Storage	Add Additional s
Supervisor training	Remote session
Custom "Go-Live" webinar	Webinar to supp

Notes: Access Legal Compliance additional modules and apps will require additional licence costs which should be discussed your Account Manager

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**