

Service Overview

FlightPath Destination:

ADM to Access Document

Together we'll get you to your new way of working



Your **FlightPath** journey

We believe wholeheartedly that cloud transformation is a critical foundation for business continuity and growth. Our FlightPath Destination packaged services are key for our customers to continue to get the best from their chosen software and our upgrade, hosting and cloud transition options offer a robust platform for our customers with a cloud computing strategy. This is why we have invested in simplifying and improving our FlightPath Destination services, so you can get full value from your ongoing investment in Access.

We also know that you may view a transformation process with some trepidation and many customers can find this period daunting. In fact for some customers, this may be the first transformation process they have managed.

We recognise this and we have designed our 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 Destinations approach.

In this Service Overview we explain your options and what is contained within the different FlightPath Packages so we can make sure your journey to the Access Cloud environment is as seamless as possible.

Seamless transformation, delivered 100% remotely

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk 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 keep up to date with our products at their own pace.



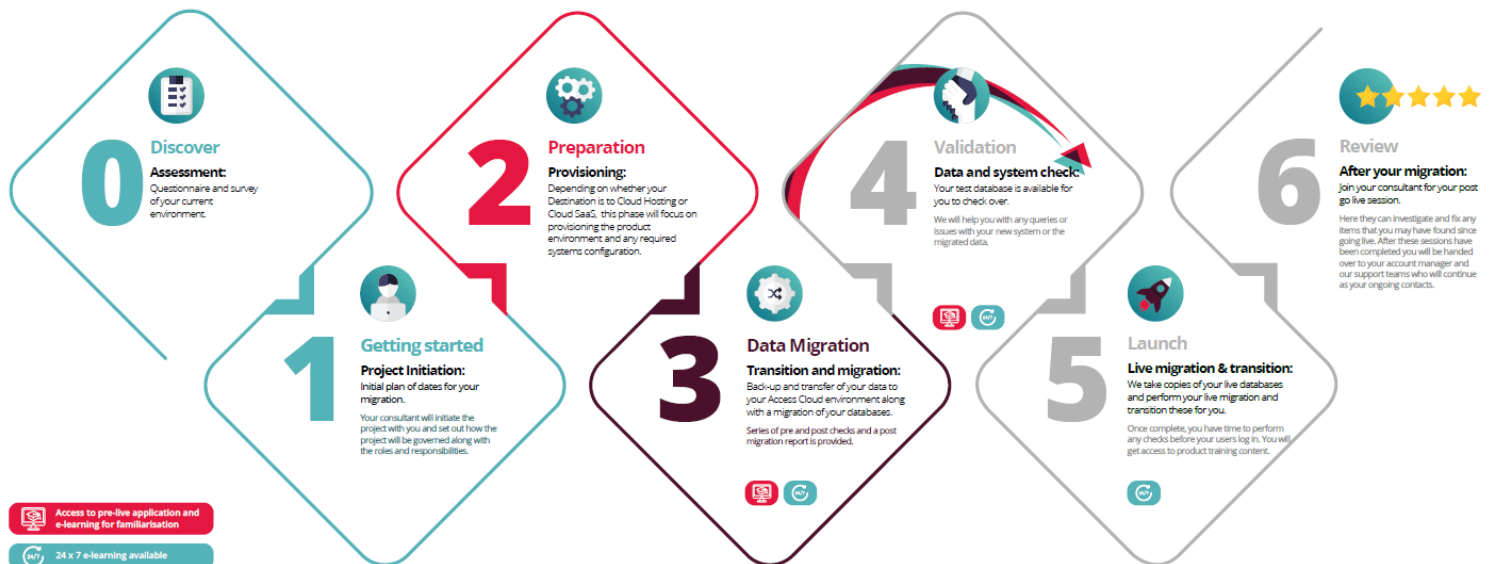
Our Flightpath was top notch, our expectations set at the beginning of the project were met and we felt well supported // throughout.



FlightPath Destination

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.



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

Each FlightPath programme from Access follows a well-defined journey with key milestones. These milestones represent – at a high level – the individual phases of your FlightPath Destination 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 during the Destination process. It will define 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 transition your software to your end-users in a timely and efficient manner.

Your onward journey

Even when your Destination has successfully landed, and you are in a position to go live, 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 Destination software and continue to 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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It was the best experience I ever had; I can't thank the Access team enough. The whole thing was pretty smooth.

We transitioned during a lockdown and all working from home. Everything was done over teams calls which went really well considering the circumstance
Kevin Lin, Finance Director.

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FlightPath Destination to Access Document

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 Basic Implementation of Access Document migrating data from an on-premise ADM Solution
FlightPath Content Implement Access Document processes including: Paperless document storage Cloud storage to promote remote working Remote Access via Access Workspace Centralised User Access Controls Possible Integration with other Hosted Access Products
Included FlightPath Services Welcome Call Test Migration Training Documentation Access Data Check & Go-Live Call Live Site Migration Support Handover Email
Additional Services available Further Test Migration Refresher Training Additional Configuration

Service days are subject to the Access standard cancellation terms. FlightPath cancellation fees are £1,000 per day if within 5 working days of the booking date, and £500 per day if within 10 working days of the booking date.

Greater detail can be found on the following pages.

Access Workspace Standard

Access Workspace Standard is included in this FlightPath. Access Workspace is where users launch their software, and includes additional rich functionality including:

- Unlimited Access Workspace Users
- Access Learning Lite - with 10 pre-packaged courses as well as product specific material
- Access Collaborate for document sharing and project collaboration
- Access Workspace Productivity Apps – Noticeboard, Sticky Notes, RSS, and Twitter Feeds
- Tabs, Tags and Shared Workspaces - Setup workspaces with pre-defined app layouts and assign to your users based on definable tags.
- Financial Apps – apps for non-finance users to enquire on customers, their transactions, suppliers, and their purchase orders, without needing to use Dimensions!
- Operational Apps – Timesheet entry, timesheet approval and time utilisation, Project Summaries.
- Access Analytics with standard financial charts.
- Data Engine – our data warehousing tool with a 1gb data limit, 1 data engine editor and Access Only Data sources

Product features included per FlightPath package for ADM to Access Document

Feature	Summary	FlightPath A
Paperless document storage	Documents are stored electronically- no need store physically	●
Cloud storage to promote remote working	Documents can be accessed from anywhere- with just a few clicks and internet connection	●
Remote Access via Access Workspace	Integrated platform to Access Document to use as a single point of entry into your product	●
Centralised User Access Controls	All your users will be managed through Access Workspace	●
Possible Integration with other Hosted Access Products	Access Document has the capabilities to integrate with Access Approve, Access Financials, Access Supply Chain & Access Dimensions	●

Implementation Services included per FlightPath package for ADM to Access Document

		FlightPath A
Welcome Call	Our tech consultant will complete a welcome call with you to ensure you understand the project journey	●
Test Migration	Your consultant will complete the test migration which you will use to ensure you are happy with the migrated data	●
Training Documentation Access	We will give you access to the necessary training documentation so that you have a good understanding of how to use this software	●
Data Check & Go-Live Call	You will be given time to complete a data check of the system and we will complete a go-live call with you	●
Live Site Migration	We will complete a live site migration following sign-off from the go-live call	●
Support Handover Email	We will hand you over to our dedicated support team	●

Additional FlightPath Services

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.

Further Test Migration	Should you desire an extra test migration this can be purchased as an additional service
Refresher Training	We will complete refresher training on our Access Document software
Additional Configuration	We will complete additional configuration of your site based on your requirements



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

