

Service overview

FlightPath for Access PeopleHR

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.

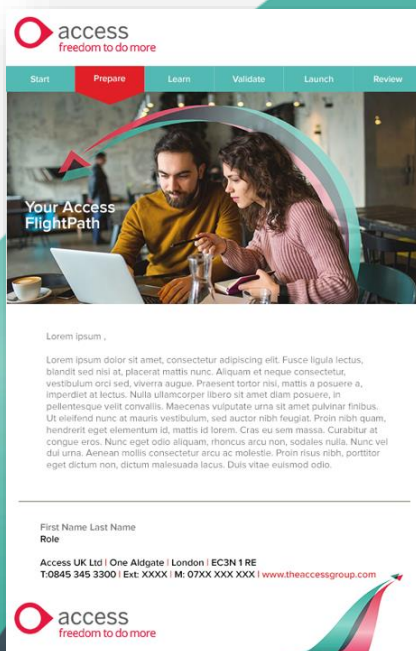
We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact, for some customers, this may be the first software roll out they have managed.

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 Access PeopleHR

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
Professional	Enterprise	Elite
<p>Overview</p> <p>This Flightpath supports Professional Plan customers.</p> <p>This Flightpath and Product plan have been designed to support ambitious organisations who are preparing for growth.</p>	<p>Overview</p> <p>This Flightpath supports Enterprise Plan customers.</p> <p>This Flightpath and Product plan have been designed to support high growth organisations that need to streamline their HR processes and systems.</p>	<p>Overview</p> <p>This Flightpath supports Elite plan customers.</p> <p>This Flightpath and Product plan have been designed to provide the most comprehensive HR system for more complex organisations</p>
<p>FlightPath Content</p> <p>Implement HR processes including:</p> <ul style="list-style-type: none"> Essential HR Explosive Reports Mobile Apps Self-Service Login E-Sign Time-Tracking Integration to 3rd Parties Single Sign-On 	<p>FlightPath Content</p> <p>Implement HR processes including:</p> <ul style="list-style-type: none"> Everything included in the Professional Plans plus; Recruitment and Applicant Tracking Performance Management Custom Screens 	<p>FlightPath Content</p> <p>Implement HR processes including:</p> <ul style="list-style-type: none"> Everything included in the Professional and Enterprise Plans plus; Ripple Automated Workflow Info-graph Designer Report Designer
<p>Included FlightPath Services</p> <p>Key services include;</p> <ul style="list-style-type: none"> Access to e-learning content Access to a Project Coordinator who provide guidance and share the steps you need to follow to complete your system install. A single complimentary data load for standard employee data only Guidance and advice for system setup 	<p>Included FlightPath Services</p> <p>Key services include;</p> <ul style="list-style-type: none"> Access to e-learning content Access to a Project Coordinator who provide guidance and share the steps you need to follow to complete your system install. A single complimentary data load for standard employee data only Guidance and advice for system setup 	<p>Included FlightPath Services</p> <p>Key services include;</p> <ul style="list-style-type: none"> Access to e-learning content Access to a Project Coordinator who provide guidance and share the steps you need to follow to complete your system install. A single complimentary data load for standard employee data only Guidance and advice for system setup
<p>Addition Services available</p> <ul style="list-style-type: none"> Recommended 4Hrs Minimum Training (Training Fees apply) Additional Advanced Training Data Migration support to complete any custom data load Consultancy to support system setup 	<p>Addition Services available</p> <ul style="list-style-type: none"> Recommended 6Hrs Minimum Training (Training Fees apply) Additional Advanced Training Data Migration support to complete any custom data load Consultancy to support system setup 	<p>Addition Services available</p> <ul style="list-style-type: none"> Mandatory 12HRs Minimum Training (Training Fees apply) Additional Advanced Training Data Migration support to complete any custom data load Consultancy to support system setup

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

Note: All training costs, including Mandatory training are additional to your plan costs and pricing

Product features enabled per FlightPath package for Access PeopleHR

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Self Service	With 'Self Service' enabled, when you add a new employee or enter/change an email address, the system can send a templated welcome email. Also, emails referring to holidays, sickness and other elements referring to the system may be sent out to existing employees	●	●	●
Mobile App	Request Holidays and view/update employee data via the mobile app	●	●	●
Queries	Support to create your own custom Queries to extract that vital information from the system	●	●	●
Expenses	Log and view Expense Requests, decline comments and resubmit declined requests	●	●	●
News	Allows users to Set up your company news feed and publish news and embed videos	●	●	●
Bulk Actions	Within the system you can perform several actions in bulk. Full system admins can view and use all options, managers have the 'Holiday Accruals' & Book Holiday' options that only change their direct report's records	●	●	●
API Integration	We have created an open API to help you easily integrate People with other systems and applications, for seamless cross-platform data sharing	●	●	●
Single Sign ON/SSO	Single sign-on (SSO) is an authentication process that allows a user to access multiple applications with one set of login credentials. We integrate with a number SSO providers	●	●	●
ATS Recruitment	Our applicant tracking system provides features to help you create and approve a vacancy, link to external job boards, and provides visibility of the application process all the way through to accept and hire		●	●
Performance Management	Once you have logged into the system, you can start to tailor the Performance review settings to your specific needs. You can create core segments, job role segments and 360 segments.		●	●
Custom Data/Customise Logbooks	With the logbook designer license, not only can you edit the preloaded logbooks, you can create your own custom information screens, for storing literally any type of information about your employees		●	●

Product features enabled per FlightPath package for Access PeopleHR

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Access to Data Load Bulk Actions	The bulk actions you find under the 'Data Loader' drop down box allows you to load data from an excel spreadsheet directly into an employee's record		●	●
Ripple Background	Ripple is a feature that allows you to design and automate your own custom workflows within your People system			●
Ripple Interactive	This feature performs actions which the system runs in the background such as instructional email alerts, checking if tasks/logbooks have been actioned or sending a document that requires a signature. Users do not directly interact with this feature			●
Custom Infographic Reports	An interactive ripple is a process that requires the users involved to perform specific actions within the system for the Ripple to continue and be successfully completed. These actions can be a variety of things from marking a checkbox to watching a video or even more detailed actions such as completing a specific logbook/online form e.g., induction checklist from within their profile			●
Flexible Benefits	View and Export predefined infographic reports based on all important aspects of your organisation.			●

Implementation Services included in FlightPath

		FlightPath A	FlightPath B	FlightPath C
Project Initiation	We will contact you to familiarise you with our delivery journey (avg. 6-8weeks) and our People HR Product	●	●	●
Project Manager	Light touch Project Management – for the duration of your project you will have access to a Project Manager for guidance and support	●	●	●
System Configuration	We provide all the documentation in our People HR help centre to enable you to self-configure own system	●	●	●
Data mapping	We will share our standard migration templates for you to populate with the Data you would like us to add to your people HR System for you.	●	●	●
Data Load	We will provide a ShareFile link for you to upload your completed Data Templates when you have them ready for us to review and load. We will complete 1 Data load into your system	●	●	●
Data check	We will check in with you after the mapping session to ensure the data entered so far is in the correct format to limit any errors for the data load	●	●	●
Data Sign Off	Once your system Data is loaded, we will let you know and share our Data Sign off sheet for you to review and complete	●	●	●
Online Self - Learning	With your project implementation you will have access to our e-learning material. This content helps our customers get started with their People HR systems.	●	●	●
Training session(s)	<u>*2 Day (12HRS) Mandatory Training Package for all Elite*</u> customers. Training will cover; CoreHR Essentials within the Elite Package, plus dedicated sessions for our, ATS Performance and Ripple Modules			●
Go Live Assistance	With your Data Signed off, we will share complete a handover for you, to our support team and share a guide on the steps you will then need to complete, to bring your system live. We will also share some training videos with you – to help you train and launch your new HR system within your teams.	●	●	●

Note: All training costs, including Mandatory training are additional to your plan costs and pricing

Additional Services available for Access PeopleHR

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

Additional Project Mobilisation Support

Project Support	We have included project coordination services as part of your Flightpath package. During your project our Project Coordination team will share the templates you need to populate for your data load, confirm the recommended steps to launch your system and share links for training material. If additional support is required, we are happy to scope this with you and add this and additional element to your project package.
Data Migration	Transferring your data accurately into your new People HR system is critical to the success of your project. We have included one Standard Data Migration as part of your Flightpath package. If additional support and/or Data Migrations are needed, we are happy to scope this with you and add this service support to you project package

Additional related training

All of our training packages follow standard training agendas and are designed ensure we cover all of the basics within the recommended sessions below. If interested in additional training, please let us know and we can share our training catalogue and discuss further training options with you.

Professional Training Package	<p>Recommended 4HR (minimum) Training for Professional Packages</p> <p>4HR Online training session to provide detailed training on CoreHR Essentials within the Professional Package.</p>
Enterprise Training Package	<p>Recommended 6HR/1 Day (minimum) Training for Enterprise Packages</p> <p>4HR Online training session to provide detailed training on CoreHR Essentials within the Enterprise Package PLUS 2HRs training to complete an overview of both Performance and ATS OR 2hr Dedicated training on one of these modules.</p>
Elite Training Package	<p>Mandatory 12HR/2 Day (minimum) Training for Elite Packages</p> <p>4HR Online training session to provide detailed training on CoreHR Essentials within the Elite Package. PLUS 2HR Online ATS Training, 2HR Online Performance Training and 4HR Ripple Training</p>
Performance Module Training	This 2Hr Online Training Session can be added your Enterprise Training Package and/or used to dedicate training time on our PeopleHR Performance Module
ATS Module Training	This 2Hr Online Training Session can be added your Enterprise Training Package and/or used to dedicate training time on our PeopleHR ATS Module
Ripple Module Training	Ripple is a system module we are hugely proud off, as this module delivers enhanced benefits for our customers. Our 4Hr Ripple Training is included in our Elite Training Package - this training option is for customers who would like to refresh their Ripple knowledge or add more training time for the Ripple Module.

Note: All training costs, including Mandatory training are additional to your plan costs and pricing