

Service Overview

FlightPath for Access Document
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.

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

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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.

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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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FlightPath for 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	FlightPath B
<p>Overview Implementation of Access Document, integrated with Financials, to store documents within the Cloud.</p>	<p>Overview Implementation of Access Document, integrated with Dimensions, to store documents within the Cloud.</p>
<p>FlightPath Content Paperless document storage Cloud storage to promote remote working Integration with Access Financials</p>	<p>FlightPath Content Paperless document storage Cloud storage to promote remote working Integration with Access Dimensions</p>
<p>Included FlightPath Services Welcome meeting with your Onboarding Consultant. System spin-up. Onboarding session – admin and user training. A Q&A review session with your Onboarding Consultant. Implementation of any configuration changes flagged in your Q&A review. Go live assistance. Handover to support.</p>	<p>Included FlightPath Services Welcome meeting with your Onboarding Consultant. System spin-up. Onboarding session – admin and user training. A Q&A review session with your Onboarding Consultant. Implementation of any configuration changes flagged in your Q&A review. Go live assistance. Handover to support.</p>
<p>Additional Services available Additional onboarding sessions ADM Document Migration Enterprise Documentation Creation Please consult latest Services Catalogue for available options</p>	<p>Additional Services available Additional onboarding sessions ADM Document Migration Enterprise Documentation Creation Please consult latest Services Catalogue for available options</p>

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

Product features enabled per FlightPath package for Access Document

Feature	Summary	FlightPath A	FlightPath B
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	●	●
Integration with Access Financials	Documents can be conveniently attached to records/transactions within Access Financials	●	
Integration with Access Dimensions	Documents can be conveniently attached to records/transactions within Access Dimensions		●

Implementation Services included in FlightPath for Access Document

		FlightPath A	FlightPath B
Welcome meeting	Your on-boarder will contact you to familiarise you with the journey and Access Document	●	●
System spin-up	We will connect onto your server to spin up the solution.	●	●
Onboarding Session 1 – admin and user training	On-line training for up to 4 users, covering the admin and user functions on your new Document system.	●	●
Q&A review	Review of learning from Onboarding session and Q&A session on any actions identified.	●	●
Data review	Implement feedback gathered in Q&A Review.	●	●
Go live assistance	Your Onboarding Consultant will facilitate the go live of your new system.	●	●
Handover to Support	You will receive a handover to support in line with your customer success plan. This will include an introduction to the support community and, where applicable, introduction to our Customer Success team.	●	●

Additional Services available for Access Document

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.

Administrator and Super User Training	Training covering all key areas for usage and administration of Document (maximum 3 delegates)
ADM Document Migration	Migration of all/some of your current documents from on-premise ADM to Access Document
Enterprise Documentation Creation	Creation of collateral for Enterprise customers to cover bespoke requirements specific to the environment.
Bespoke Consultancy	Any consultancy required to be conducted on behalf of the customer. For example, system health check, watched folders, custom fields, reconfiguration etc. Please contact your Onboarding Consultant or Account Manager with requirements for quotation.



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

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