

Service Overview

FlightPath Destination:

Access Dimensions to Access Financials

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 implementation, delivered 100% remotely

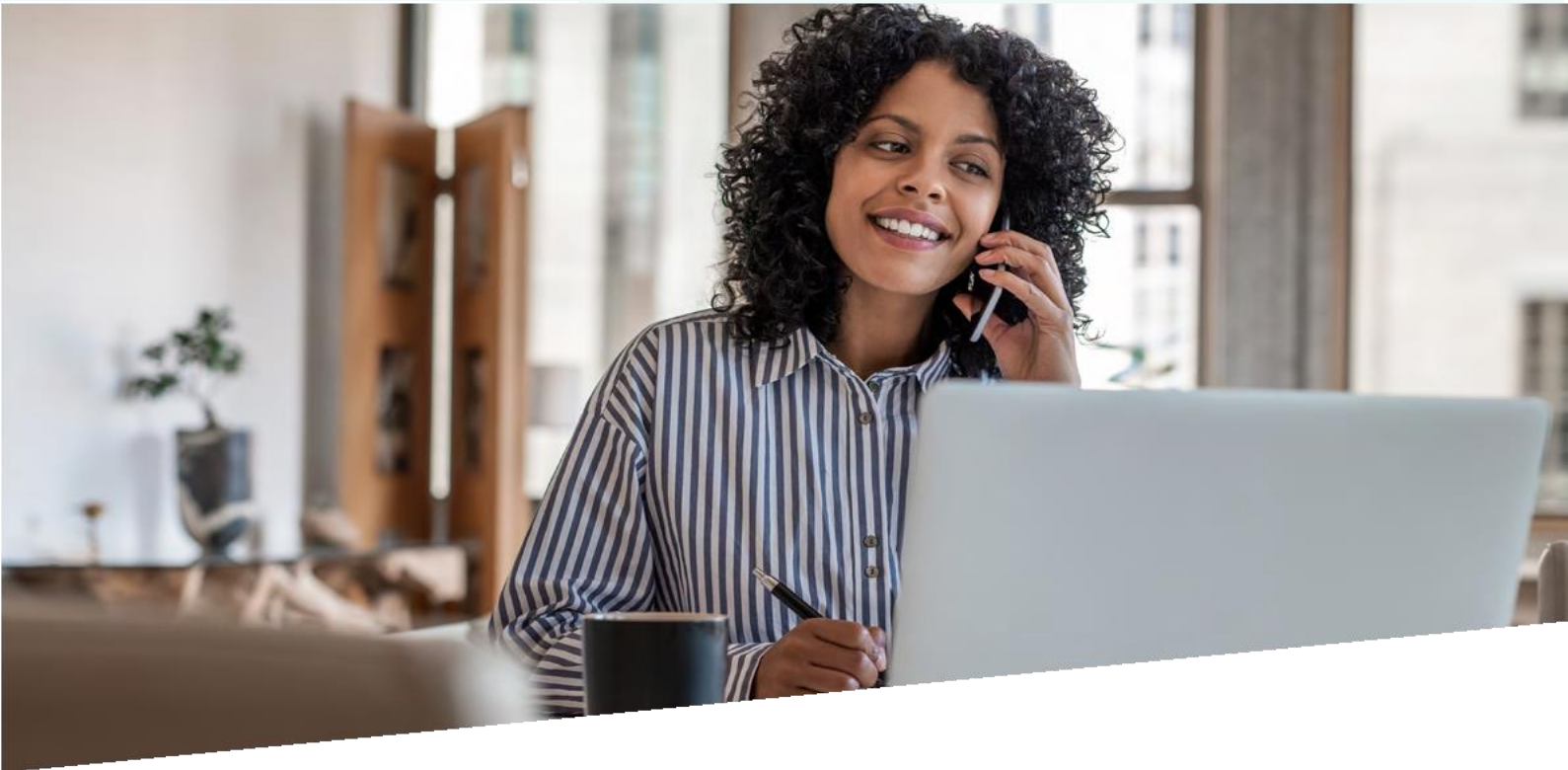
Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk migration and upgrade journey, no matter how your organisation is structured or wherever your employees are working.

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.

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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.

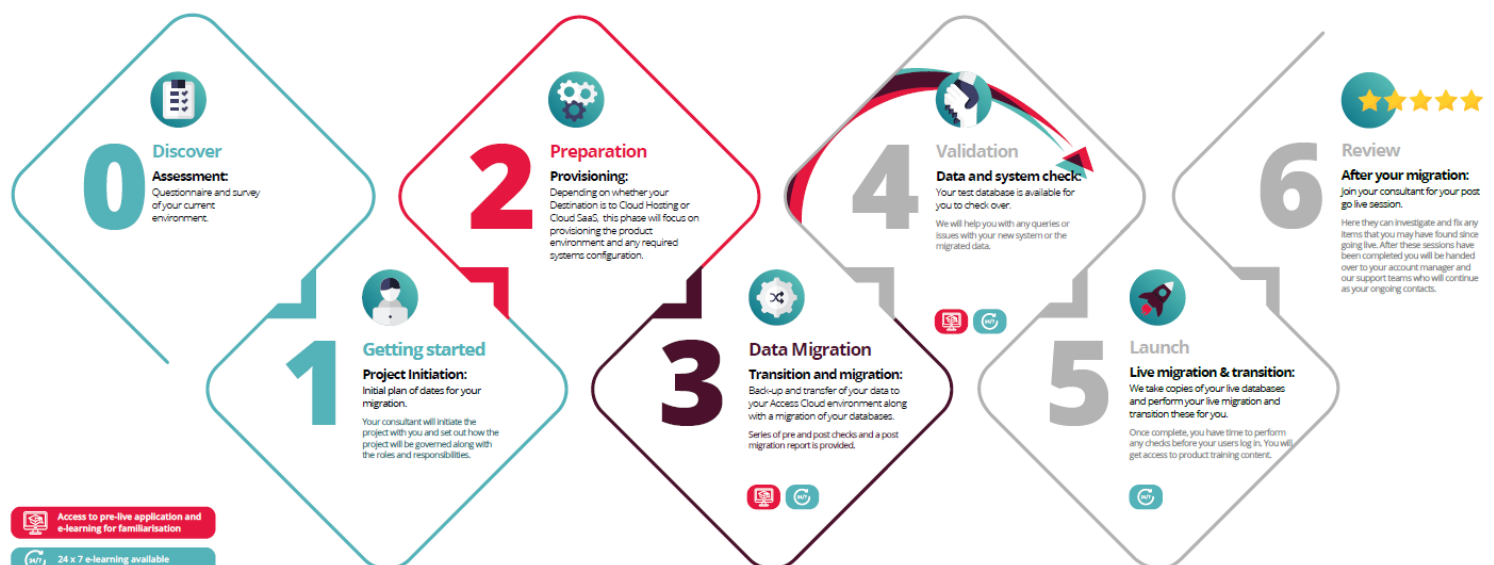
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FlightPath

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.



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 Financials

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
Estimated Project Duration 4 weeks	Estimated Project Duration 6 weeks	Estimated Project Duration 8 weeks
Overview Migration of your Access Dimensions software to the Access Financials system with Workspace Standard edition. For 1-3 Finance users Up to 3 databases	Overview Migration of your Access Dimensions software to the Access Financials system with Workspace Standard edition. For 4-8 Finance users Up to 3 databases	Overview Migration of your Access Dimensions software to the Access Financials system with Workspace Standard edition. For 8+ Finance users Up to 3 databases
FlightPath Content Migration of Dimensions and Office Integration to Access Financials. Provisioning of Access Workspace Standard.	FlightPath Content Migration of Dimensions and Office Integration to Access Financials. Provisioning of Access Workspace Standard.	FlightPath Content Migration of Dimensions and Office Integration to Access Financials. Provisioning of Access Workspace Standard.
Included FlightPath Services Test migration, welcome call, live migration, 2 x On-Boarding Sessions, post go live support and handover.	Included FlightPath Services Test migration, welcome call, live migration, 4 x On-Boarding Sessions, post go live support and handover.	Included FlightPath Services Test migration, welcome call, live migration, 5 x On-Boarding Sessions, post go live support and handover.
Additional Services available Migration of: Additional databases Access Taskcentre Access Report Writer Capture Broker Service Datahub adaptor ADM to Document (see separate FlightPath) Additional Consultancy Services New features Training Development of Third Party Integrations and Software Modifications	Additional Services available Migration of: Additional databases Access Taskcentre Access Report Writer Capture Broker Service Datahub adaptor ADM to Document (see separate FlightPath) Additional Consultancy Services New features Training Development of Third Party Integrations and Software Modifications	Additional Services available Migration of: Additional databases Access Taskcentre Access Report Writer Capture Broker Service Datahub adaptor ADM to Document (see separate FlightPath) Additional Consultancy Services New features Training Development of Third Party Integrations and Software Modifications

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

FlightPath Services

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Software Provisioning	Your consultant will complete the software provisioning so that the software is ready to receive the customer data	●	●	●
Welcome call	Your consultant will arrange a to introduce you to the project explain the transition process	●	●	●
Test System Migration	Your Access Consultant will take backups of your database(s), reports and document layouts and restore them into the Access Financials environment. Your users will be invited to Access Workspace and mapped to your existing system users.	●	●	●
Data Validation	Our consultant will check the accuracy and quality of source data before the completion of the live migration	●	●	●
On-Boarding Session 1	Your Access consultant will complete a system differences training session with the customer	●	●	●
On-Boarding Session 2	Your Access consultant will complete a system differences training session with the customer	●	●	●
On-Boarding Session 3	Your Access Consultant will complete an on-boarding session with the customer		●	●
On-Boarding Session 4	Your Access Consultant will complete an on-boarding session with the customer		●	●
On-Boarding Session 5	Your Access Consultant will complete an on-boarding session with the customer			●
Live Site Migration	Your Access Consultant will take backups of your database(s), reports and document layouts and restore them into the Live Access Financials environment	●	●	●
Post Migration Check 1	Your Access consultant will complete a post migration check to ensure that the customer is happy with the migrated data onto their new system	●	●	●
Post Migration Check 2	Your Access consultant will complete a second post migration check to ensure that the customer is happy with the migrated data onto their new system			●
Support Handover	Finally, you will be handed over to our support team to continue ongoing support issue resolution	●	●	●
Typical Duration	Typical project duration (based on 3 databases being migrated upgraded).	4 weeks	5 weeks	6 weeks

All 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.

The FlightPath Destination Process

Discover: Assessment

Access will assess your database(s) and perform a test migration. We will create an Access Workspace Organisation for you. This will include access to Access Financials. We will deploy your migrated database(s) here. We will then provide you with a demonstration of Access Financials using your database. This will give you the opportunity to appreciate what you may be getting should you choose to proceed.

Getting started: Project initiation

Your Access Financials Customer Experience Consultant will arrange a phone conference to discuss the process in detail. We will provide a Welcome Document that you will be able to refer to. We will agree the dates for your live conversion at this point.

Training and knowledge transfer are delivered by your Customer Experience Consultant on the new interface, features and changes using the test migration data. There are also a number of online videos and tutorials that you should make use of.

Data Migration:

On an agreed date your Migration Concierge will collect a copy of your data and the Technical team will migration this. At this point you should no longer process transaction in your Dimensions/Horizons system

They will retrieve backups of your databases and crystal reports including document templates via secure ftp and transfer these to the Access Cloud environment. Once they have restored your databases they will then migrate the databases, completing a series of pre and post checks.

The migration process takes between 8 and 12 hours per database, depending on size and transaction volume.

User Logins

Following the test migration, you will need to ensure that all of your users have been invited to Access Workspace. Your consultant will then map your Dimensions users to your Workspace users.

Familiarisation and Concierge services:

Your Customer Experience Consultant will take you through your new Access Financials Database and ensure you are able to log on and successfully navigate through the system.

For the next four weeks you will be able to book as many handholding sessions as you feel you need in order to adopt and master your new system. These are subject to the availability of your Migration Concierge, so we recommend that you book these with as much notice as possible.

Your test migration data will be decommissioned once your concierge services have been delivered

Review: Handover to support

After your concierge sessions have been completed you will be handed over to your account manager and our support teams who will continue as your ongoing contacts.



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

