

Service Overview

FlightPath for Access Recruit

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.

 **graze** ”



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.



FlightPath for Access Recruit

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
Estimate Project Duration 4-6 weeks Estimated time from customer 2 days	Estimate Project Duration 4-6 weeks Estimated time from customer 2 days	Estimate Project Duration 6-8 weeks Estimated time from customer 2 days
Overview Basic Implementation of Access Recruit to simplify and automates talent and vacancy management functions	Overview Intermediate Implementation of Access Recruit to simplify and automates talent and vacancy management functions	Overview Advanced Implementation of Access Recruit to simplify and automates talent and vacancy management functions
FlightPath Content Implement Access Recruit processes including: Set up of test system and live systems. Training on position management, application management, selection process workflows and superuser functionality on standard portal.	FlightPath Content Implement Access Recruit processes including: Set up of test system and live systems. Training on position management, application management, selection process workflows and superuser functionality on standard portal. The addition of either the agency module or internal application form module	FlightPath Content Implement Access Recruit processes including: Set up of test system and live systems. Training on position management, application management, selection process workflows and superuser functionality on standard portal. The addition of both the agency module and internal application form module
Included FlightPath Services Key services delivered include, Installs Welcome Meeting, 2 training sessions, 1 build session, access to LMS environment for one named user.	Included FlightPath Services Key services delivered include, Installs Welcome Meeting, 2 training sessions, 2 build session, access to LMS environment for one named user.	Included FlightPath Services Key services delivered include, Installs Welcome Meeting, 2 training sessions, 3 build session, access to LMS environment for one named user.
Additional Services available Additional Site/user training, On-site Training, Additional workflows and application forms, Additional modules, Portal design. Please consult latest Services Catalogue for available options	Additional Services available Additional Site/user training, On-site Training, Additional workflows and application forms, Additional modules, Portal design. Please consult latest Services Catalogue for available options	Additional Services available Additional Site/user training, On-site Training, Additional workflows and application forms, Additional modules, Portal design. Please consult latest Services Catalogue for available options

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

Product features included per FlightPath package for Access Recruit

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Candidate Portal	External Portal to advertise vacancies to candidates	●	●	●
Application Form	Application forms for candidates to submit for advertised vacancies.	●	●	●
Standard Workflow	Workflow for selection process once an application has been submitted	●	●	●
Manual Application form	Application form that users fill out on behalf of the client, this enables the end user to add a candidate manually without them filling out an application form via the portal.	●	●	●
Manual Workflow	Workflow to manage manual candidates through the manual selection process	●	●	●
Reporting suite	Standard set of reports	●	●	●
Access People Integration	Integration to raise vacancies that have gone through an approval process in Access People, and to transfer successful candidates from Access Recruit to Access People	●	●	●
Training Sessions	Two half day sessions for superusers.	●	●	●
Training Videos	Suite of training videos.	●	●	●
Agency OR Internal application form	Internal application form which is independent from the standard one for internal staff only. OR Agency application form which the agency fills out on behalf of their clients and submit		●	●
Agency OR Internal workflow	Workflow to manage internal candidates through a separate selection process specific to internal candidates. OR Workflow to manage agency submitted candidate through a separate selection process specific to agency candidates		●	●
Agency AND Internal application form	Both agency and internal application forms specified above.			●

Implementation Services included per FlightPath package for Access Recruit

		FlightPath A	FlightPath B	FlightPath C
Staging system set up	Out tech consultant will spin up your staging system in preparation for your implementation	●	●	●
Welcome Meeting	Your on-boarder will contact you to familiarise you with the journey and Access Recruit	●	●	●
Build Session 1	We will build in the bespoke elements of your system ready for training	●	●	●
Build Session 2	We will build in the bespoke elements of your system ready for training		●	●
Build Session 3	We will build in the bespoke elements of your system ready for training			●
Project Management time	You will receive regular communication and reminders during your implementation and also general governance of the project	●	●	●
Training session 1 – System Introduction	Access will provide you with training for up to 6 – superusers only (typically 4 hours)	●	●	●
Training session 2 – Advice and Guidance	Access will provide you with training for up to 6 – superusers only (typically 4 hours)	●	●	●
Live System set up	Our tech consultant will copy across the config from your staging system to your live system. Removing any test data	●	●	●
Go live support	We will provide support in the interim period of you going live and handing over to support	●	●	●
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 Recruit

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.

Additional Workflow	If there is the need for more than one selection process, then an additional workflow will need creating
Additional Application forms	If there is the need for more than one application process, then an additional application process will need creating
Candidate portal design	Designing of the portal on behalf of the client
Post Go-Live Review	A month following go-live, sit down with your lead consultant to ensure that you are maximising your use of the solution
Remote consultancy	Additional training or amendments to the system
Sourcing Analytics	Module that tracks the source of the candidate via analytics
Candidate friendly URL	Amending the standard portal URL to reflect the clients requirements
SMS Module	Ability to send scheduled and ad hoc SMS's from the system (Charges apply)
Northern Ireland candidate tracking	Reporting suite for Northern Ireland candidates
Agency Module	Enables the opening of the position for the agency to post candidates. Also has its own workflow and application form.
Internal Portal	Separate internal portal to post internal vacancies. Also has its own workflow and application form.
Advanced Talent Pool	Public or private talent pools which allow you to categorise candidates.



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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