

Service Overview

FlightPath for Access FactoryMaster

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 FactoryMaster

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 12-16 weeks Estimated time from customer 14-18 hours per week	Estimate Project Duration 12-16 weeks Estimated time from customer 14-18 hours per week	Estimate Project Duration 16-20 weeks Estimated time from customer 14-18 hours per week
Overview Implementation of a pre-configured Access FactoryMaster solution, ideal for small to medium sized businesses led by Centre of Excellence Team. Manage all supply and demand, from customer enquiry through to invoicing. Enjoy key benefits such as MRP, stock control, full batch traceability and shop floor data capture	Overview Implementation of a pre-configured Access FactoryMaster solution, ideal for small to medium sized businesses led by ERP Consultancy Team. Manage all supply and demand, from customer enquiry through to invoicing. Increased content from FlightPath including RFQ, Tooling, T&A, and access to additional options.	Overview Implementation of an Access FactoryMaster solution, ideal for medium - large sized businesses. led by ERP Consultancy Team. Manage all supply and demand, from customer enquiry through to invoicing. Enjoy enhanced sales, purchasing and quality features. Additional options available such as SET's and EDI.
FlightPath Content Implement Access FactoryMaster processes including: Customers, Suppliers, Quotations, Sales Orders, Part Numbers, Assemblies, Manufacturing Process, Purchase Orders, Works Orders, Stock, Full MRP, Shop Floor Data Captures, Rejects, Delivery, Invoicing, Basic Reporting	FlightPath Content Implement Access FactoryMaster processes including: Customers, Suppliers, Quotations, Sales Orders, Part Numbers, Assemblies, Multi-Level Manufacturing Process, Purchase Orders, Subcontract, Works Orders, Stock, Full MRP, Shop Floor Data Captures, Rejects, Delivery, Invoicing, Standard Reporting, T&A, Tooling, RFQ	FlightPath Content Implement Access FactoryMaster processes including: Customers, Suppliers, Quotations, Sales Orders, Part Numbers, Assemblies, Complex Manufacturing Process, Purchase Orders, Works Orders, Stock, Full MRP, Shop Floor Data Captures, Enhanced Quality, Delivery Invoicing, Advanced Reporting, Projects, T&A, Tooling, RFQ
Included FlightPath Services Kick off day Software install & configuration 8 remote training sessions Remote MRP workshop day Remote testing support Remote Go Live support.	Included FlightPath Services Kick off day Software install & configuration 8 remote training sessions Remote MRP workshop day Remote testing support Remote Go Live support.	Included FlightPath Services Kick off day Software install & configuration CoR write up and solution review 4 remote training sessions 4 remote workshops User testing support Remote Go Live support Remote Post Go Live support Document Layout Changes
Additional Services available Data Migration Assistance Additional User Testing Assistance Additional Support Day Document Layout Changes	Additional Services available Data Migration Assistance Additional User Testing Assistance Additional Support Day Document Layout Changes Additional Advanced Modules	Additional Services available Data Migration Assistance Additional User Testing Assistance Additional Support Day Additional Document Changes Additional Advanced Modules

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

Product features enabled per FlightPath package for Access FactoryMaster				
Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Customers	Manage customer accounts	●	●	●
Suppliers	Manage supplier accounts	●	●	●
Stocked Parts	Manage master part records	●	●	●
Drawings	Link drawings and manage revisions	●	●	●
Simple Price List	Manage sales list prices	●	●	●
Simple Sales Orders	Simple Sales order processing	●	●	●
Simple Sales Quoting	Simple Sales quoting processing	●	●	●
Call-off Sales Orders	Sales orders with multiple call-off dates	●	●	●
Sales Forecasting	Sales order forecasting	○	●*	●*
Sales Order Release Notes	Create sales of order release notes	○	●	●
Advanced Pro-Forma	Requirement of payment before the releasing the goods	○	●*	●*
Purchase Orders	Purchase order processing	●	●	●
Purchase Release Notes	Purchase Release Notes	○	●	●
Request for Quote (RFQ)	Request for Quote	○	●	●
Subcontract Purchase Orders	Subcontract Purchase Orders	○	●	●
Simple Assemblies	Single level assemblies	●	●	●
Complex Assemblies	Multi-level assemblies	●*	●*	●
Resources	Manage machine and labour resource codes	●	●	●
Manufacturing Routes	Manage manufacturing instructions	●	●	●
Works Orders	Internal works order processing	●	●	●
SET's	Manage and create SET Assemblies	○	○	●*
Configurable Parts	Manage, create and sales configurable parts	○	○	●*
Stock	Stocktake and inventory management	●	●	●
Serial Numbers	Serial Number traceability	○	●	●
Consignment Stock	Store and invoice customer owned stock	○	●*	●*
Batch Traceability	Full batch traceability on all parts	●	●	●
Simple Locations	Two pre-configured locations for stock and quarantine	●	●	●
Multiple Locations	Multiple locations by bin, shelf, rack etc	●	●	●
Deliveries	Deliver goods to customers	●	●	●

Product features enabled per FlightPath package for Access FactoryMaster <i>Continued</i>				
Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Delivery Note EDI	Send delivery notes via EDI	○	○	●*
Delivery Packing Tree	Create a packing tree and documents	○	●*	●*
Sales Invoicing	Raise sales invoices	●	●	●
Sales Invoice EDI	Send invoices via EDI	○	○	●*
Customer Rejects	Process customer returns and credits	●	●	●
Supplier Rejects	Process supplier returns and credits	●	●	●
Supplier Invoice Matching	Match supplier invoices to receipts	●	●	●
Internal Rejects	Process internal scrap and rework	●	●	●
Quality Tree	To show records attached to batch, works order or release note	○	●*	●*
Enhanced Quality	Enhanced quality which includes Supplier, Customer and internal performance, cost of scrap, PIR	○	●	●
Shop Floor Data Capture	Barcode scanning to track costs and progress	●	●	●
Employee Records	Manage basic employee records	●	●	●
Time & Attendance	Manage employee hours, holiday, and sickness.	○	●	●
Employee Skills	Manage employee skills matrix	○	○	●
Tooling and Gauging	Maintain tooling and gauging records	○	●	●
Projects	Create and maintain customer, supplier & internal projects	○	○	●
Advanced Reporting	Planned vs Actual reporting, Job costing and WIP	○	○	●
Dimensions Integration	Standard FactoryMaster and Dimensions integration	○	○	●*
FocalPoint Integration	Standard FactoryMaster and FocalPoint integration	○	○	●**
ADM Integration	Standard FactoryMaster and ADM integration	○	●*	●*
Advanced Quality	Remote full day session to cover Inspections, Permits, Process Specification, FAIRS	○	○	●*
Mobile Inventory Management	Stock movements, kitting and issuing via handheld devices	○	●*	●*
Transaction Broker	The ability to automatically import CSV files	○	●*	●*

Notes

* Multi-level assemblies may be possible with FlightPath B, depending on the complexity.
(Defined in our confirmation of requirements document, please discuss with your sales consultant)

* Flightpath B & C items will require additional services as adds further complexity to the project.

** This would also require Dimensions integration.

Implementation Services included in FlightPath for Access FactoryMaster

		FlightPath A	FlightPath B	FlightPath C
Kick Off Meeting	Remote session – a day to kick things off, and ensure everything is in place for a successful project	●	●	●
CoR and Delivery plan Write Up	Remote session - Confirmation of requirements and detailed delivery plan documents of will produced	○	○	●
Internal Review	Remote session - Internal review of CoR to ensure all parties involved understand the project needs	○	○	●
Solution Review	Remote session – the consultant will demonstrate the solution to customer for CoR sign off	○	○	●
Installation	Remote session - covering the installation & configuration of the software	●	●	●
Training Session 1	Remote session - covering how to create basic records such as customer, suppliers and parts	●	●	●
Training Session 2	Remote session - covering manufacturing data such as drawings, assemblies & routes	●	●	○
Manufacturing data Workshop	Remote session – a day to covering complex manufacturing data (drawings, assemblies & routes)	○	○	●
Training Session 3	Remote session – covering sales orders & works orders, quotations	●	●	●
Training Session 4	Remote session - Purchase Orders, Goods Receipt & Stock Management	●	●	●
MRP Workshop	Remote session – a day to cover the functionality of MRP and refresh sessions 1 to 4, Plus Subcontract, RFQ & Tooling for B & C	●	●	●
Training Session 5	Remote session – covering the setup of employees & the use of shop floor data capture plus T&A for B & C	●	●	●
Training Session 6	Remote session – covering rejects and quality. This includes internal and external rejects	●	●	○
Training Session 7	Remote session - covering the delivery & invoicing of goods, including credit notes	●	●	○
Training Session 8	Remote session - covering purchase invoices matching, accounts integration & user access	●	●	○
Delivery & Invoicing Workshop	Remote session – a day to cover the delivery's, invoicing, accounts integration & user access	○	○	●
Quality & Analysis Workshop	Remote session – a day to cover internal, supplier & customer quality. Alongside costing, plan vs actual	○	○	●
Crystal Document Amendments	Remote session – amendments to pre-existing documents such as purchase order	○	○	●
User Testing	Remote session - answering any queries that may arise during the testing period	●	●	○
User Testing Workshop	Remote session - answering any queries that may arise during the testing period	○	○	●
Optional Extra Modules	<i>Optional extras from the service catalogue</i>	●	●	●
Go Live Day	Remote session – a day to assist with the go live process	●	●	●
Post Go Live	Remote session – a day to assist with the go live process	○	○	●

Notes

1. The content of some training sessions will differ slightly dependent on the FlightPath chosen. The full content of each day is outlined in a confirmation of requirements document for each FlightPath option.
2. We aim to keep the content of each day as outlined above, but we recognise that not everyone learns at the same speed. Some items may be moved slightly dependent on the ability of the users being trained, and some items can be covered again as a refresher if required.

Additional Services available for Access FactoryMaster

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.

Data Formatting Assistance	Remote ½ day session, to help format your existing data ready to be imported
Data Load Assistance	Remote ½ day session, to load your pre-formatted data into the new system
Additional UAT Assistance	Remote ½ day session, to answer questions raised during the testing process
Additional Support Day	An additional remote day, to help prepare for the Go-Live
Go Live Data Transfer	Remote ½ day session, to transfer valid data from the test system to live
Document Layout Changes	Remote ½ day session, to make small amendments to document layouts
FlightPath B and C Services	
Sales Forecasting Module	Remote ½ day session to be trained on sales order forecasting
Advanced Pro-Forma	Remote ½ day session to be trained on advanced Pro-Forma
Quality Tree	Remote ½ day session to be trained on Quality Tree
Consignment Stock (Sales)	Remote ½ day session to be trained on Sales Consignment stock
Transaction Broker	Remote ½ day session to be implement
Mobile Inventory Management	2 days of remote sessions to install & implement
Basic Crystal Training	1 day of remote sessions to train users to create Crystal Documents
Delivery Packing Tree	1 day of remote sessions to implement delivery packing
FlightPath C Only Services	
Configurable Parts	2 days of remote training on Configurable parts
SET's	Remote full day session to implements SET's
Sales Invoice EDI	Remote full day session to implement Sales invoice EDI
Delivery Note EDI	Remote full day session to implement delivery note EDI
Advanced Quality	Remote full day session to cover Inspections, Permits, Process Specification, FAIRS
Dimensions Integration	2 days of remote consultancy to configure & implement Dimensions integration
FocalPoint Integration	1 day of remote consultancy to configure & implement (Requires Dimensions)
ADM Integration (On Premise)	1 days of remote consultancy to install & implement

Advanced Crystal Training	2 days of remote sessions to train users to create Crystal Documents
Additional Project Management	Additional project managements days as per requirement



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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