

Service Overview

Access Definitiv

Together we'll land this implementation



FlightPath your Access software journey

We believe wholeheartedly that the functionality 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 practice, 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.

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.

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 where 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.



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. While it is ultimately your journey, we are here to support you 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.

FlightPath for Access Definitiv

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
<p>Overview</p> <p>Implementation of our payroll and workforce management software.</p> <p>Aimed at companies with less than 100 employees, one payroll entity and two award policies (i.e. Common Law and a Modern Award/EA).</p>	<p>Overview</p> <p>Implementation of our payroll and workforce management software.</p> <p>Aimed at companies with up to 300 employees, up to three payroll entities and up to three award policies (i.e. Common Law and two Modern Awards/EAs).</p>	<p>Overview</p> <p>Implementation of our payroll and workforce management software.</p> <p>Aimed at companies with 300+ employees, up to five payroll entities and up to five award policies (i.e. Common Law and four Modern Awards/EAs).</p>
<p>FlightPath Content</p> <p>Time attendance; TimeClock; Employee hub; Mobile app; Award engine; Date-driven technology; Payroll; Superannuation; Reporting & Security.</p>	<p>FlightPath Content</p> <p>Time attendance; TimeClock; Employee hub; Mobile app; Award engine; Date-driven technology; Payroll; Superannuation; Reporting & Security.</p>	<p>FlightPath Content</p> <p>Time attendance; TimeClock; Employee hub; Mobile app; Award engine; Date-driven technology; Payroll; Superannuation; Reporting & Security.</p>
<p>Included FlightPath Services</p> <p>Definitiv Spin Up; Welcome Meeting & Cost Reporting Workshop; System Build; Payment Conditions Workshop & Build; Master Data Cleanse; Data Review & Upload; Parallel Run; Parallel Run Check In; Database Review; Admin/Super User Training; Run Your Pay Training; Remove Parallel Data & Master Data Refresh; Go Live Assistance; Handover to Support.</p>	<p>Included FlightPath Services</p> <p>Definitiv Spin Up; Welcome Meeting & Cost Reporting Workshop; System Build; Payment Conditions Workshop & Build; Master Data Cleanse; Data Review & Upload; Parallel Run; Parallel Run Check In; Second Parallel Run; Second Parallel Run Check In; Database Review; Admin/Super User Training; Run Your Pay Training; Remove Parallel Data & Master Data Refresh; Go Live Assistance; Handover to Support.</p>	<p>Included FlightPath Services</p> <p>Definitiv Spin Up; Welcome Meeting & Cost Reporting Workshop; System Build; Payment Conditions Workshop & Build; Master Data Cleanse; Data Review & Upload; Parallel Run; Parallel Run Check In; Second Parallel Run; Second Parallel Run Check In; Database Review; Admin/Super User Training; Run Your Pay Training; Remove Parallel Data & Master Data Refresh; Go Live Assistance; Handover to Support.</p>
<p>Additional Services available</p> <p>Additional Modules Additional Parallel Accruals Journal Custom Reports Rostering</p>	<p>Additional Services available</p> <p>Additional Modules Additional Parallel Accruals Journal Custom Reports Rostering</p>	<p>Additional Services available</p> <p>Additional Modules Additional Parallel Accruals Journal Custom Reports Rostering</p>

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

Product features enabled per FlightPath package for Access Definitiv

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Time & Attendance	Reduce administration and increase costing accuracy with Timesheets and Leave Management.	●	●	●
TimeClock	Secure and fast way to clock on and off.	●	●	●
Employee Hub	Creating a better work-life experience for your people.	●	●	●
Mobile App	Use our mobile app within your company to stay connected 24/7.	●	●	●
Award Engine	Automate the calculation of your awards and enterprise agreements.	●	●	●
Date-driven technology	Have greater visibility over your true payroll costs.	●	●	●
Payroll	Definitiv takes care of your payroll so you can put the focus back into your company.	●	●	●
Superannuation	Connects your payroll and super together.	●	●	●
Reporting	Gives you the data you need to make informed decisions.	●	●	●
Security	Keeping your most sensitive data safe and secure.	●	●	●

Implementation Services included in FlightPath for Access Definitiv

		FlightPath A	FlightPath B	FlightPath C
Definitiv Spin-up	We will create a new instance for your solution.	●	●	●
Welcome Meeting & Cost Reporting Workshop	Remote call with your Consultant to discuss project timescales, roles and responsibilities, and next actions. We will also capture costing and reporting requirements in a remote workshop. Using this information, we will build this out in your system.	●	●	●
System Build	We will build out your system including structure and pay items, provision policies, journal specification and upload branding to database.	●	●	●
Payment Conditions Workshop & Build	Remote workshop with your Consultant to discuss payment conditions before this is built.	●	●	●
Master Data Cleanse	We will cleanse a copy of your Master Data before uploading it into your database.	●	●	●
Data Review & Upload	Master data review & master data upload into your system.	●	●	●
Parallel Run	We will process a parallel run to show the results as if it were a live run.	●	●	●
Parallel Run Check in	Remote call to discuss results of parallel run and discuss any queries before progressing with your project.	●	●	●
Second Parallel Run	We will complete this process a second time on an additional set of data to check results.		●	●
Second Parallel Run Check in	Remote call to discuss results of second parallel run and discuss any queries before progressing with your project.		●	●
Data Validation and Workshop	We will complete a review of your database as the training phase of your implementation begins. We will walk you through your database so you can get to grips with your data set up.	●	●	●
Admin / Super User Training	Training for your Admin/Super Users through the system to enable use and comfortability once live.	●	●	●
Run Your Pay Training	Enabling payroll users to efficiently process payroll, end-to-end. There will also be the opportunity to answer any questions about the content covered in your training sessions.	●	●	●

Implementation Services included in FlightPath for Access Definitiv

		FlightPath A	FlightPath B	FlightPath C
Remove Parallel Data & Master Data Refresh	Prior to go live we will refresh your master data upload your leave balances, remove parallel data and set up permissions, all to ensure your employees see the most up-to-date data upon log in.	●	●	●
Go Live Assistance	Final session to ensure you are set up for success with your new system and answer any final adoption queries.	●	●	●
Handover to Support	After your last session you will be handed over to our Customer Success Support Team for your continued journey with The Access Group.	●	●	●

Additional Services available for Access Definitiv

In addition to 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 and refer to our Service Catalogue for more information.

Additional related training

Additional Modules	Onboarding, Compliance, Work Restrictions and Plant & Equipment
Additional Parallel	Parallel Pay runs in addition to those included within the current plan
Accruals Journal	Project salary and wages from last pay run to end of month, and have a journal that imports this into your Finance system
Custom Reports	Scope out any Custom Reporting requirements
Rostering module	Helps you to streamline your resource planning

**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

