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
Overview	**Overview**	**Overview**
Implementation of our payroll and workforce management software. Aimed at companies with less than 100 employees, one payroll entity and one award policy.	Implementation of our payroll and workforce management software. Aimed at companies with 100 - 350 employees, up to three payroll entities and up to two award policies.	Implementation of our payroll and workforce management software. Aimed at companies with up to 500 employees, up to five payroll entities and up to four award policies.
FlightPath Content	**FlightPath Content**	**FlightPath Content**
Time attendance; TimeClock; Employee hub; Mobile app; Award engine; Date-driven technology; Payroll; Superannuation; Reporting & Security.	Time attendance; TimeClock; Employee hub; Mobile app; Award engine; Date-driven technology; Payroll; Superannuation; Reporting & Security.	Time attendance; TimeClock; Employee hub; Mobile app; Award engine; Date-driven technology; Payroll; Superannuation; Reporting & Security.
Included FlightPath Services	**Included FlightPath Services**	**Included FlightPath Services**
Welcome call; Installation; Costing/reporting workshop & build; Payment conditions workshop; Provision policies; Journal specifications; Upload branding into database; Master data cleanse, review and upload; Create approval workflow; Enter timesheets and leave; Parallel run; Data validation; Database review call; Permissions set-up; Admin/super user training; Employee/manager training; Q&A session; Master data refresh; Leave balance upload; Remove parallel data; Handover to support	Welcome call; Installation; Costing/reporting workshop & build; Payment conditions workshop; Provision policies; Journal specifications; Upload branding into database; Master data cleanse, review and upload; Create approval workflow; Enter timesheets and leave; Parallel run; Second parallel run; Data validation; Database review call; Permissions set-up; Admin/super user training; Employee/manager training; Q&A session; Master data refresh; Leave balance upload; Remove parallel data; Go live training; Handover to support	Welcome call; Installation; Costing/reporting workshop & build; Payment conditions workshop; Provision policies; Journal specifications; Upload branding into database; Master data cleanse, review and upload; Create approval workflow; Enter timesheets and leave; Parallel run; Second parallel run; Data validation; Database review call; Permissions set-up; Admin/super user training; Employee/manager training; Q&A session; Master data refresh; Leave balance upload; Remove parallel data; Go live training; Handover to support
Additional Services available	**Additional Services available**	**Additional Services available**
On-site training Additional Modules Additional Parallel Accruals Journal Custom Reports Rostering	On-site training Additional Modules Additional Parallel Accruals Journal Custom Reports Rostering	On-site training Additional Modules Additional Parallel Accruals Journal Custom Reports Rostering

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

Product features enabled per FlightPath package for Access Definitiv

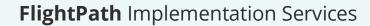| Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Time & Attendance	Reduce administration and increase costing accuracy with Timesheets and Leave Management.	●	●	●
TimeClock	Secure and fast way to clock on and off.	●	●	●
Employee Hub	Creating a better work-life experience for your people.	●	●	●
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
Welcome call	Remote call with your Consultant to discuss project timescales, roles and responsibilities, and next actions.	●	●	●
Database Creation	We will create a new instance for your solution.	●	●	●
Costing/reporting workshop & build	We will capture costing and reporting requirements in a remote workshop. Using this information, we will build this out in your system.	●	●	●
Payment conditions workshop	Remote workshop with your Consultant to discuss payment conditions.	●	●	●
Provision policies	Creation of required provision policies, which not only provide a provision for your GL via your journal but also provides relevant reporting.	●	●	●
Journal specifications	Detailing the requirements to be able to export a payroll journal at the end of the payrun to import directly into your ERP.	●	●	●
Upload branding into database	We will add branding provided by you into your database to enhance your employees' experience.	●	●	●
Master data cleanse, review and upload	We will review and cleanse a copy of your master data before uploading it into your database.	●	●	●
Create approval workflow	We will ensure that your timesheet and leave approvals are heading to the applicable approvers.	●	●	●
Enter timesheets and leave	We will enter the applicable date to re-create of a payrun you have previously paid.	●	●	●
Parallel run	We will process a parallel run to show the results as if it were a live run.	●	●	●
Second parallel run	We will complete this process a second time on an additional set of data to check results.		●	●
Data validation	We will complete a review of your database as the training phase of your implementation begins.	●	●	●

Implementation Services included in FlightPath for Access Definitiv

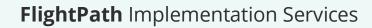|		FlightPath A	FlightPath B	FlightPath C
Database review call	We will show you through your database to provide the opportunity for you to see your data set up.	●	●	●
Permissions set up	After gathering information regarding the permissions required, we will set these up within your system.	●	●	●
Admin/super user training	Training your Admin / Super Users through the system to enable use and comfortability once live.	●	●	●
Employee/manager training	Enabling employees and managers with the required information to make relevant updates direct into the system in addition to approving any pending requests.	●	●	●
Q&A session	Following your training sessions, we will have a Q&A to answer any final queries on your system adoption.	●	●	●
Master data refresh	Prior to go live we will refresh your master data to ensure your employees see the most up to date data when they first log into the system.	●	●	●
Leave balance upload	Prior to go live we will upload your leave balances so your employees can see their current balances when they first log into the system.	●	●	●
Remove parallel data	Prior to go live, we will remove your parallel data.	●	●	●
Go live training	Final session to ensure you are set up for success with your new system.		●	●
Handover to support	You will be handed over to support for your continued journey with Access.	●	●	●

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

On-site training	On-site or additional training available
Additional Modules	Onboarding, Compliance, Work Restrictions and Plant & Equipment
Additional Parallel	Parallel Payruns in additions to those included within the current plan
Accruals Journal	Project salary and wages from last payrun 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**