

Service Overview

People HR FlightPath for EasyPay

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.

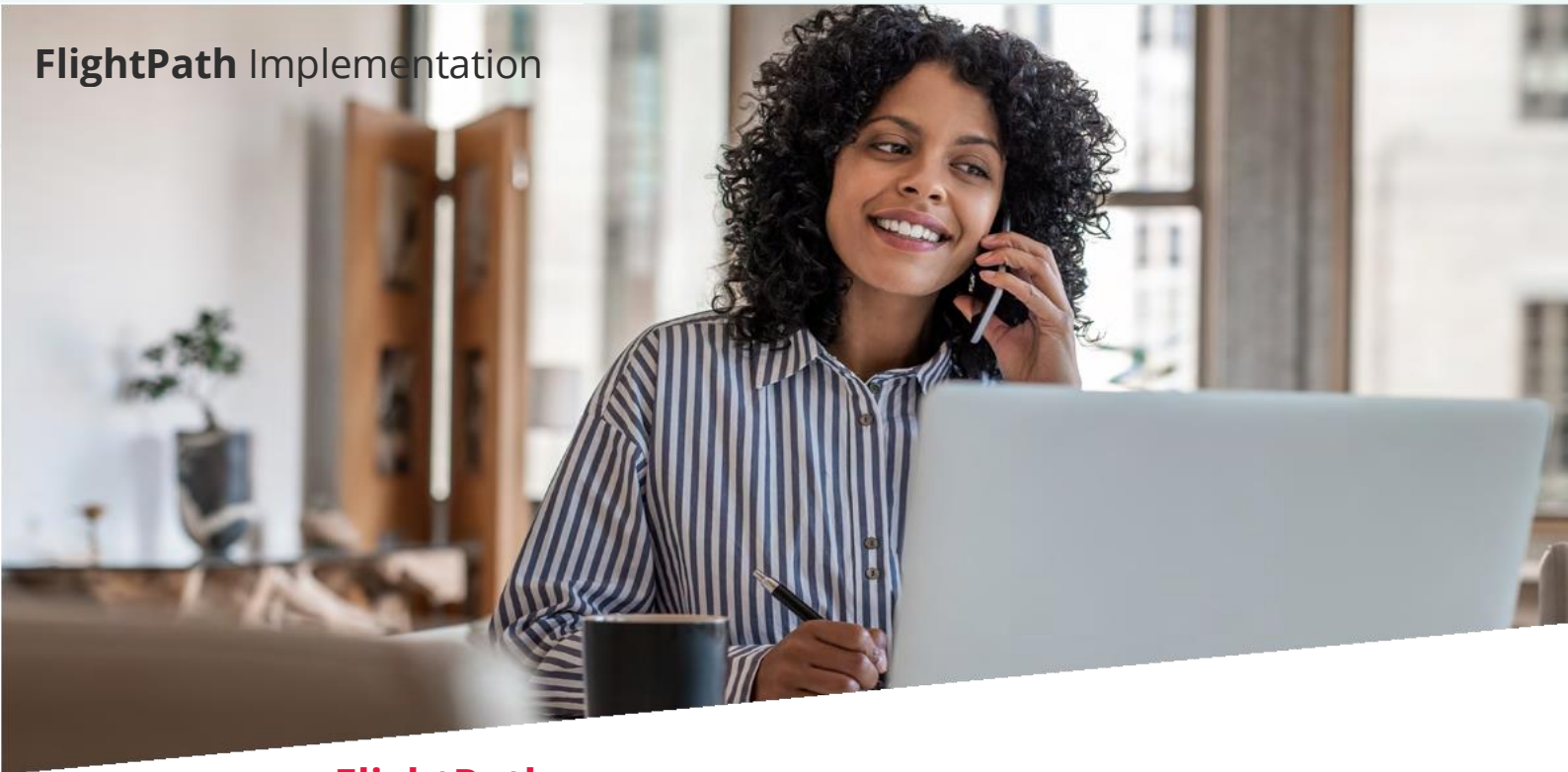
Seamless implementation, delivered 100% remotely

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 People HR for EasyPay

The tables below provide a summary of what is 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 (Professional)	FlightPath B (Enterprise)	FlightPath C (Elite)
<p>Overview</p> <p>This Flightpath has been designed to allow you to manage your own PeopleHR journey.</p> <p>In this pathway we will provision your PeopleHR instance and offer you a service catalogue should you require support in streamlining your HR processes.</p>	<p>Overview</p> <p>This Flightpath has been designed to support high growth organisations that need to streamline their HR processes and systems.</p> <p>In this pathway a single standard data load will be supported by our Data Migration Experts. You will have access to all the Enterprise Plan Modules, and you will also have access to a Project Team to help you through the Project Implementation.</p>	<p>Overview</p> <p>This Flightpath has been designed to provide the most comprehensive HR system for more complex organisations</p> <p>In this pathway a single standard data load will be supported by our Data Migration Experts. You will have access to all the Elite Plan Modules and dedicated Project Coordinator support to help you throughout the Project Implementation</p>
<p>FlightPath Content:</p> <p>Provision your unique PeopleHR environment, including: Access Workspace; Data templates; self-service; mobile app; queries; expenses; news; bulk actions; API integration; single sign on; EasyPay Integration</p>	<p>FlightPath Content:</p> <p>Provision your unique PeopleHR environment, including: Access Workspace; Data templates; self-service; mobile app; queries; expenses; news; bulk actions; API integration; single sign on; ; EasyPay Integration ,ATS recruitment; performance management; custom data/customise logbooks; access to data load bulk actions.</p>	<p>FlightPath Content:</p> <p>Provision your unique PeopleHR environment, including: Access Workspace; Data templates; self-service; mobile app; queries; expenses; news; bulk actions; API integration; single sign on; EasyPay Integration; New ESS App; ATS recruitment; performance management; custom data/customise logbooks; access to data load bulk actions; ripple background; ripple interactive; custom infographic reports; flexible benefits; Report designer lite.</p>
<p>Included FlightPath Services</p> <p>Welcome email; system install; Access Workspace install; LMS access; integration set up; data import; two onboarding sessions; go live call; handover to support.</p>	<p>Included FlightPath Services</p> <p>Welcome call; project team access for queries; system install; Access Workspace install; LMS access; integration set up; data import; four onboarding sessions; go live call; handover to support.</p>	<p>Included FlightPath Services</p> <p>Welcome call; dedicated consultant; system install; Access Workspace install; LMS access; integration set up; data import; six onboarding sessions; one Q&A sessions; go live call; handover to support.</p>
<p>Additional Services available</p> <p>Optional training</p>	<p>Additional Services available</p> <p>Optional additional training Custom data load (seek guidance) Project management</p>	<p>Additional Services available</p> <p>Optional additional training Custom data load (seek guidance) Project management</p>

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

Product features enabled per FlightPath package for People HR for EasyPay

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Access Workspace	Install of your Access Workspace, for access to the Workspace Apps	●	●	●
Data templates	Data template for Bulk data upload will be provided for Bulk Employee data upload	●	●	●
Self Service	With 'Self Service' enabled, when you add a new employee or enter/change an email address, the system can send a templated welcome email.	●	●	●
Mobile App	View/update employee data via the mobile app	●	●	●
Queries	Support to create your own custom Queries to extract that vital information from the system	●	●	●
Expenses	Log and view Expense Requests, decline comment and resubmit declined requests	●	●	●
News	Allows users to Set up your company news feed and publish news and embed videos	●	●	●
Bulk Actions	Within the system you can perform several actions in bulk	●	●	●
API Integration	We have created an open API to help you easily integrate PeopleHR with other systems and applications, for seamless cross-platform data sharing	●	●	●
Single Sign ON/SSO	Single sign-on (SSO) is an authentication process that allows a user to access multiple applications with one set of login credentials. We integrate with a number SSO providers	●	●	●
Custom Data/Customise Logbooks	With the logbook designer license, not only can you edit the preloaded logbooks, but you can also create your own custom information screens, for storing literally any type of information about your employees	●	●	●
EasyPay Online Integration	We offer Interface from PeopleHR to EasyPay, that will provide one single entry to allow data transfer to EasyPay with the Import Export using Logbook interface and EasyPay HRIS (converter program for the execution).	●	●	●
Leave App Integration	Integration with ESS application to manage your Leave application. We will sync the ESS Asia to workspace environment where it sits together with PHR and the settings like organization chart are synced from PHR itself.			●
ATS Recruitment	Our applicant tracking system provides several features to help you create and approve a vacancy, link to external job boards, and provides visibility of the application process all the way through to accept and hire.		●	●
Performance Management	Once you have logged into the system, you can start to tailor the Performance review settings to your specific needs. You can create core segments, job role segments and 360 segments.		●	●

Product features enabled per FlightPath package for People HR for EasyPay

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Access to Data Load Bulk Actions	The bulk actions you find under the 'Data Loader' drop down box allows you to load data from an excel spreadsheet directly into an employee's record		●	●
Ripple Background	This feature performs actions which the system runs in the background such as instructional email alerts, checking if tasks/logbooks have been actioned or sending a document that requires a signature. Users do not directly interact with this feature			●
Ripple Interactive	An interactive ripple is a process that requires the users involved to perform specific actions within the system for the Ripple to continue and be successfully completed. These actions can be a variety of things from marking a checkbox to watching a video or even more detailed actions such as completing a specific logbook/online form e.g. induction checklist from within their profile			●
Flexible Benefits	We've added 'Flexible Benefits' to the system, meaning you can offer a selection of customisable benefits to your employees, such as childcare vouchers, medical cover or pension contributions			●
Report Designer Lite	In the reports tab, you will find some pre-made reports that include data specific to your company, bright images, facts and diagrams. If included in your licenses, you can build your own report that look similar to these, based on the data pulled from a query.			●

Implementation Services included in FlightPath for Access People HR for EasyPay

		FlightPath A	FlightPath B	FlightPath C
Welcome call	We will contact you via a call to introduce you to the project and highlight responsibilities and next actions.	●	●	●
System install	Configuration of your new People HR instance will be set up and appropriate licences activated for your use.	●	●	●
Access Workspace install	Install of your Access Workspace, for access to the Workspace Apps	●	●	●
LMS access	Access to our online training modules to help you through your implementation.	●	●	●
ESS App Setup	Consultant will activate and setup your ESS environment to be synced with EasyPay system and People HR.	●	●	●
EasyPay Online Integration set up	We will provision the setup for the integrations with EasyPay to be used within EasyPay HRIS interface. This includes all the logbook entry queries and HRIS interface for a seamless experience.	●	●	●
ESS App Integration set up	We will provision ESS for Leave applications and approvals function, which will then sync from EasyPay to ESS.	●	●	●
Data mapping	Using data import templates, review data provided by customer ready for import	●	●	●
Data import	Data import to your live environment.	●	●	●
Onboarding session 1	Basic training covering all of the aspects of PeopleHR including new starter wizard, leaver wizard, documents, queries, org charts and bulk actions.	●	●	●
Onboarding session 2	Training on leave application enablement, new employees, workflow team allocation, leave application, approval and cancellation.	●	●	●
Onboarding session 3	PeopleHR performance module, during this session we will build one sample template.		●	●
Onboarding session 4	PeopleHR ATS module, during which we will build one sample vacancy.		●	●
Onboarding session 5	Train out of the box ripple functionality and options for applications.			●
Onboarding session 6	Training session on standard reports.			●

Implementation Services included in FlightPath for Access People HR for EasyPay

		FlightPath A	FlightPath B	FlightPath C
Onboarding session 7 – Q&A	Remote session with your consultant to discuss any queries or blockers you may have before go live.			●
Go live call readiness	Confirm go live readiness, after which we will activate employees in ESS	●	●	●
Handover to support	Handover to our support team for your continued journey with Access	●	●	●

Additional Services available for People HR for EasyPay

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

Training	Additional Module Training
Training	Additional Tools and Integrations

Additional Services – Time and Materials basis

Project Management	During your project delivery, we can provide additional Project Management support if required
Data Load	During your project delivery, we can provide additional Data Load support if required
Data Validation	During your project delivery, we can provide additional Data Validation support if required
Integration Support	During your project delivery, we can provide additional Data Integration support if required
Reporting	During your project delivery, we can provide additional Reporting if required

Notes: People HR additional modules and apps will require additional licence costs. All training costs are additional to your overall plan costs and pricing

About The Access Group

The Access Group is one of the leading providers of business management software to mid-sized UK and Asia Pacific organisations. It helps more than 60,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud solutions transform the way business software is used, giving every employee the freedom to do more. Founded in 1991, The Access Group employs approximately 5,000 people.

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