Service Overview

FlightPath for Access Workspace HomeWork

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.

Our Flightpath implementation was top notch, our expectations set at the beginning of the project were met and we felt well supported throughout.

FlightPath Implementation Services

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.

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 Workspace HomeWork

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
New users only	Access People HR pre v4 user	Access People HR v4 user
Overview Implementation of Access Workspace HomeWork to simplify and automate human resource and people management functions looking to take the solution out of the box. Use of pre-defined functions and 4 workspace areas minimises the need for our Project Governance. Training is provided on our front-end configuration. Clients can opt for further configuration and training by Access following launch.	**Overview** Implementation of Access Workspace HomeWork to simplify and automate human resource and people management functions looking to take the solution out of the box. Use of pre-defined functions and 4 workspace areas minimises the need for our Project Governance. Training is provided on our front-end configuration. Clients can opt for further configuration and training by Access following launch.	**Overview** Implementation of Access Workspace HomeWork to simplify and automate human resource and people management functions looking to take the solution out of the box. Use of pre-defined functions and 4 workspace areas minimises the need for our Project Governance. Training is provided on our front-end configuration. Clients can opt for further configuration and training by Access following launch.
FlightPath Content **Implement Access Workspace HomeWork processes including:** Set up of a live workspace system. Assistance on data migration and input. Training on standard system workflows and training videos/material.	**FlightPath Content** **Implement Access Workspace HomeWork processes including:** Set up of a live workspace system. Assistance on data migration and input. Training on standard system workflows and training videos/material.	**FlightPath Content** **Implement Access Workspace HomeWork processes including:** Set up of a live workspace system. Training on standard system workflows and training videos/material.
Included FlightPath Services Key services delivered include, Access Workspace HomeWork deployment, Remote Welcome Meeting, data import session, workspace setup, onboarding training, 3 hours concierge service. Access to the LMS environment.	**Included FlightPath Services** Key services delivered include, Access Workspace HomeWork deployment, Remote Welcome Meeting, data import session, workspace setup, onboarding training, 3 hours concierge service. Access to the LMS environment.	**Included FlightPath Services** Key services delivered include, Access Workspace HomeWork deployment, Remote Welcome Meeting, workspace setup, onboarding training, 3 hours concierge service. Access to the LMS environment.
Additional Services available Additional user training (concierge service) Please consult latest Services Catalogue for available options	**Additional Services available** Additional user training (concierge service) Please consult latest Services Catalogue for available options	**Additional Services available** Additional user training (concierge service) 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 Workspace HomeWork

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Feature Catalogue	Over 30 features that you can use to support your employees	●	●	●
Employee import	Import and setup of all your employees **Access Workspace HomeWork**	●	●	
HomeWork deployment	Setup a of the **Access Workspace HomeWork** package ready for the client's employee to use right away	●	●	●
Online training	Onboarding training to get super users up and running on **Access Workspace HomeWork**	●	●	●
Concierge service	List of additional remote training services for the client to book to help get the most out of the **Access Workspace HomeWork**	●	●	●
Training videos/material	Over 20 e-learning videos to help you use **Access Workspace HomeWork**	●	●	●
Workspace	Setup of Access Workspace (if applicable)	●	●	●

Additional Services available for Access Workspace HomeWork

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, these are all additional training which is charged per hour as per the concierge service.

Workspace Members	Guidance on how to review and update members in workspace
Employee management	How to maintain Starters and Leavers, how to update employees' managers, update employees personal and work details, update and manage security profiles
Noticeboard Updates	Keep noticeboards up to date with the latest employee information
Setting up Workspace tabs	How to create new tabs for Managers, IT and Business Process Owners/HR
Employee Check Ins	Guidance on the employee check in dashboard
Employee Activity	How to guide on getting the best out of your employee activity data and how to export
Employee Support	Guide on how to action notifications and update
Employee Details	A walkthrough on how an employee would update their details
Employee Wellbeing	Review your employees mental and physical health and guidance on how to export
AskHR	'How to' guide to demonstrate how employees can raise queries with the business/HR, showing how to respond/close queries and send a direct response to the employee and create a FAQ article. Also, how to create a library of FAQ's that can be published to your employees – very useful for launching the system to employees.
IT Equipment Service	Guidance on ordering IT equipment and reviewing the status, exporting the data into Excel for analysis and reviewing/closing Ask IT queries

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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