



Services

Our Professional Services division provides hosting, implementation, consultancy, training and support, which are recognised for their quality, reliability and consistency by all our clients.

Before a project or implementation has even begun, our specialist support teams work closely with our clients to offer support and advice to ensure they get the best performance from their new system. Our comprehensive on going support packages are designed to ensure our clients have access to one of the best support services in our industry and as all our staff are UK based, you can always get through to us when you need to.

Our services include:

- **Hosting**
- **Implementation**
- **Training**
- **Support**



Hosted and Managed Services

AccessPlanit solutions are delivered as hosted, online services, which can be accessed via any internet connected PC with an internet browser. All software, data and content is hosted on our secure servers.

AccessPlanit clients using our hosted service are realising a number of technical and operational benefits including:

- **Easier to implement - getting up and running is quick, easy and painless and there is no on-site implementation required**
- **Reduced IT administration and no installation - all support and updates are handled by AccessPlanit**
- **Most up to date version of AccessPlanit solutions available at all times**
- **Little or no downtime for updates and maintenance**

Our clients have peace of mind that their systems are designed to ensure minimal risk, high availability and that information and data are always secure. Our solutions are delivered based on Microsoft .NET technology and SQL Server technologies, the industry standard for web-delivered solutions.

Our hosted service adheres to the highest levels of security and reliability:

- **Over 99.9% uptime**
- **Our web servers are located within a very secure data centre that is monitored 24/7 by internet specialists. 150+ video cameras are permanently recording and monitored**
- **Advanced Firewalls / IP Filters sit between the internet and our servers preventing unauthorised access**
- **256 bit SSL to encrypt the data that is transmitted to and from the web server**
- **Data backed up multiple times daily**





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Implementation Services

AccessPlanit understands that every company has very different business needs, so we provide a flexible implementation package tailored to our client's specific business requirements.

From the very beginning of the design process we work with clients to ensure their needs and requirements are understood and mapped into the system.

All AccessPlanit solutions are quick to implement (weeks not months), flexible, robust and secure. AccessPlanit systems are customisable and can be tailored to match an organisation's corporate style and terminology. Tailoring the system simplifies the learning curve for users and speeds adoption. Our technical team can design a unique function to run additional processes not standard in our products. In addition we will work with our clients to import data from existing applications and it may also be possible to seamlessly integrate with external systems.

Our implementation services are backed up with professional onsite training and product support. Our team continues to work with clients post-implementation by providing three, six and twelve month system health checks.

Summary of the AccessPlanit implementation services:

- Project planning
- System configuration
- Customisation
- Bespoke development
- Data import / system integration
- Technical consultancy
- Training
- On going support
- Post implementation health checks

Benefits of our professional implementation include:

- Faster implementation
- A more seamless integration with existing systems
- More effective use of features
- Improved system adoption and happier users
- Rapid return on investment

Training

Our solutions are simple but powerful and are very easy to master however we strongly recommend that clients invest in some initial training to maximise their return on investment.

Our training methods and materials have been proven over many years. Courses are developed and conducted by our own team of training consultants and are continuously refined in light of feedback from clients.

Support

The AccessPlanit support team has a very good reputation in our industry, which is reflected in our high levels of client retention and loyalty. Our UK-based support team handles queries quickly and efficiently. All operators are highly qualified and undertake rigorous technical and product training. AccessPlanit's help desk is open every working day of the year from 9am to 5pm, ensuring that clients have help using their solution. All of AccessPlanit's clients are provided with telephone, remote access and email support to assist with the use of our software. Our comprehensive support and maintenance service includes free standard upgrades to new releases of the products.

For further information **call**
0845 5430229 or **email**
enquiries@accessplanit.com
www.accessplanit.com

