GCloud14

Access Weighsoft Waste Management Service Definition

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1   Service Overview

Weighsoft5 is a browser, cloud-based Waste Management package. It is modular and the customer selects the modules that they require. It has modules for Skips, Materials (Tippers and Aggregates), Trade Waste, Weighbridge, Ready Mixed Concrete and Hazardous. All the modules link with each other and allow the package to fit customers large and small.

The modules allow a customer database to be built of customers and sites and this in turn will link with a number of regularly used accounts packages. The system has its own billing and invoicing engine and is particularly aimed at making the user paper free as all invoices, associated paperwork etc can be emailed as on pdf document.

Almost all products have their own android apps which update to the main system every 30 seconds. They offer comprehensive vehicle checks, live work status including Navigation to sites. Photographs, signatures and analysis data also can automatically be returned to the system.

Skips Module
The skips and RoRo module allows the taking of bookings, it can hold onto pricing by customer, area, Zone or Post Code. This means for any booking the database should serve an agreed price. It can cope with comprehensive recurrences (multiple bookings), payments by Credit / Debit card. It links with maps and Street view to show the location of a customer.

After the bookings have been taken the customer has a choice of 5 scheduling screens (they all show the same information but in a different format) mainly using drag and drop management.
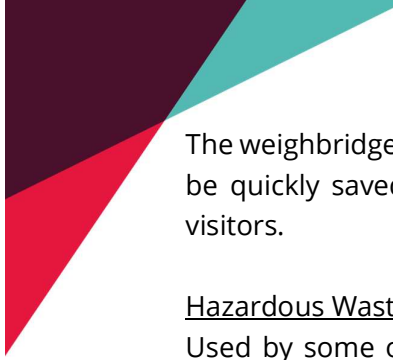
Materials Module
This module caters for Tippers either owned by the customer or subcontracted to them. It deals with collections and delivery of materials and "Muck Away". It can have its own scheduling screen or use others that are shared. If a vehicle crosses one of the users own connected weighbridges and a weight is captured, that weight is transmitted to the PDA allowing the driver to proceed.

Trade Waste
This module caters for industrial bins, their contracting, delivery and emptying on almost any plan. The module caters for Annual Duty of care notes (these can be emailed and returned using DocuSign). It has its own specific app which updates the system on completion of each job. It also can flag up "Exceptions" or issues (additional waste, bin damage etc) automatically either to base or directly to the customer.

Weighbridge

The weighbridge module links with the main part of the system and captured weights can be quickly saved in the system for both the customers won vehicles and third party visitors.

Hazardous Waste
Used by some of the UK's leading Hazardous operations, this comprehensive module holds all Hazardous information allowing mass quotations and correct paperwork to be issued. It has all EA Waste codes, UN codes, Risk phrases etc and allows the user to work logically from quotation, through testing 0 often by own chemists, to scheduling vehicles to do the work and bringing the material back into stock.

Ready Mixed Concrete
This module allows Volumetric Ready Mixed concrete operators a scheduling, pricing, mix calculation and delivery with its own specific Android app. It can also link to batching plants which can then report on what has been dispatched.

Reporting
The system has a very comprehensive reports structure with a long list of standard reports which cover Governmental reporting requirements. The system also has the benefit of 2 report generator packages allowing the user to build and export unlimited reports.

Invoicing and linking to financials
Weighsoft links to most leading accounts packages both after invoicing (to send financial data in the correct nominal codes) and in reverse to allow customer set up in accounts and credit limit monitoring.

2   Onboarding

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.
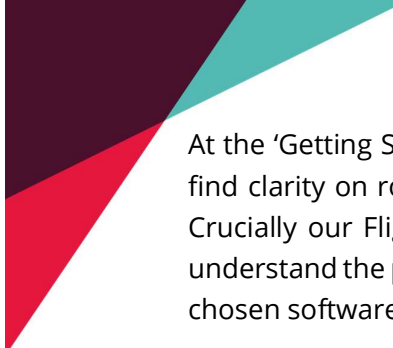
Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

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.

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.

Full details of our Flightpath implementations can be provided upon request.

3   Additional Service Options

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.

System Set Up and Training
Weighsoft5 will be installed remotely on our servers. Where applicable the Account Customer information will be pulled across from the clients' accounts package.

A 'Super User or Users' will engage with the project manager to set the system up. The super user's will be training across the full spectrum of the System.

Weighsoft User Training
Members of staff will be trained in each department of the operation. Each staff member will 'sign off' confirming training was given and understood. If the customer is utilising the Weighsoft Go mobile ticketing application training will be carried out with the drivers.

Parallel Running
When the staff training has reached the required level, the Project will move into the Parallel Running phase.

An element of work will be duplicated onto Weighsoft and selected drivers will receive their work on the tablet. Jobs will be completed in the normal way and also on the Weighsoft Solution and the two cross referenced to ensure no issues or scenario's have occurred. Amendments can be made to Weighsoft 5 if required. Parallel running should continue until both client and Project Manager are confident that 'Go Live' can be implemented.

Go Live Assistance
The Project Manager will be on site the day before Go Live to ensure all is ready and will also be in attendance during the Go Live day. This will also be the case on the first Invoice Run.

Post Go Live
The Project Manager will remain the first point of contact after Go Live until both parties are settled into the system, at this point the support will be handed over to the Weighsoft Support Team.

4   Service & Support Management Details

At Access we know why you choose our products, it's because you want to be more successful. We want you to be more successful too. So, we've taken a good long look at how we support you, taken on board feedback and made it a whole lot better. We're not just here to support you when you need a hand - we're here with you at every stage of your journey.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan
The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

access
freedom to do more

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment
Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5   Account Management & Customer Success

With over 100,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6   Outage and Maintenance Management

Outage Reporting - Customers can subscribe to email alerts giving updates on scheduled maintenance and outages. We also provide all our customers with a live dashboard so you can also review uptime statistics.

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

7   Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data /7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis

DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours

Single Virtual Machine Failure – SQL Server
 In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

8   Business Continuity statement/plan

The Access Groups full and most up to date business continuity plan requested by emailing Natalie.gilesgrant@theaccessgroup.com

9   ISO27001:13 accreditation

The Access Group has achieved full ISO27001:13 accreditation across the Group. ISO/IEC 27001:2013 (also known as ISO27001) is the international standard that sets out the specification for an ISMS (information security management system).Its best-practice approach helps organisations like Access manage their information security by addressing people and processes as well as technology. Independently accredited certification to the Standard is recognised around the world as an indication that our ISMS is aligned with information security best practice.

We are finding that this is a key requirement of organisations that work with the Access Group.

10   Development Life Cycle

As one of our core products Access Expense has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

11   Technical Requirements

Weighsoft runs on any computer and most mobile devices with a browser and Internet connectivity.

Web Browsers

Internet Explorer 11 and above, Firefox, Safari, Google chrome

Mobile Devices

Android

12   Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.