

G-Cloud15

Access Learning Content

(previously known as Bookboon)

Service Definition

Contents

1. Service Overview.....	3
2. Onboarding	3
3. Service & Support Management Details	4
4. Account Management & Customer Success.....	6
5. Backup and Disaster Recovery	6
6. Business Continuity	8
7. ISO27001 Accreditation	8
8. Development Life Cycle.....	8
9. Technical Requirements.....	8
10. Service Constraints	9

1. Service Overview

Access Learning Content is a video-first professional development platform designed for organisations that want measurable learning outcomes. It delivers bite-sized, expert-led content that fits seamlessly into the working day—whether during commutes, between meetings, or on the go. With video shorts, audio resources, eBooks and live virtual sessions, your teams gain practical, real-world skills without disrupting productivity.

Unlike traditional platforms that overwhelm users with generic libraries and lengthy courses, Access Learning Content offers curated, high-impact learning experiences from industry practitioners who've solved real challenges. Its comprehensive library spans leadership, communication, productivity, digital transformation, AI and more - ensuring every employee has access to relevant, actionable knowledge. Scalable from 100 to 15,000 users, the platform fosters engagement through social learning and peer communities, driving retention, confidence and measurable performance improvements from week one.

2. Onboarding

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 eLearning, 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. Each FlightPath implementation program 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 use 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.

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.

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.

3. Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

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

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 and named Technical Support Engineer. Your Access experts understand how you're using the technology and will advise you on how to get more from it. Working with the same people also makes faster resolution times likely when you're looking for advice and guidance.

Full details of our Customer Success Plans can be found here [Access 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.

4. Account Management & Customer Success

With over 160,000 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 specialising 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.

5. 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.

6. Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

7. ISO27001 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.

8. Development Life Cycle

As one of our core products Access Digital Learning 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.

9. Technical Requirements

Mobile Application:

Access Learning Content supports access via mobile browsers and integrates seamlessly with Access Evo for authentication. While the factsheet does not specify native app versions for iOS or Android, mobile access is enabled through responsive design and secure HTTPS/TLS communication. Authentication tokens follow OAuth2 flows, with expiry times of 1 hour for implicit flow and 24 hours for authorization code flow, ensuring secure session management on mobile devices.

Access Learning Content enforces secure communication using TLS 1.2 or higher and supports Single Sign-On (SSO) via OpenID (e.g., Office 365) or Access Evo Identity, which enables Multi-Factor Authentication (MFA) and enhanced password security features such as blacklist checks and strength analysis. Passwords meet complexity requirements (minimum eight characters, including upper case, lower case, numeric and special characters) and are hashed using Argon2.

Audit logs of login attempts and user actions are maintained in Grafana Loki for approximately three months, ensuring traceability and compliance.

Bookboon Evo Web and Mobile Application:

- Operating System (Web):
 - Windows 10 and above
 - macOS 10.15 and above
 - iOS 14 and above
- Certified Browsers (Web):
 - Google Chrome (latest versions)
 - Mozilla Firefox (latest versions)
 - MS Edge (latest versions)
 - Safari on iOS and macOS (latest versions)

10. 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.