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G-Cloud15

Access

Care Rostering

Service Definition

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1 Service Overview

Access Care Rostering is a cloud-based solution that allows over 3,500 registered care businesses to deliver an efficient, compliant and high-quality service. Including worker and client management, powerful rostering, payroll and billing, monitoring and self-service, it is an easy-to-use, scalable and a part of the Access Care Business Suite for supporting outstanding care.

Service Features

- Rostering
- Automation rules for rostering patterns
- Roster based on run
- Offer shifts or visits to carers via mobile notification
- Payroll and Invoicing
- Reablement Planning
- Organisational Management
- Travel Time & Distance Management
- Reporting & Dashboards
- Staff, Clients, Visits and Funding Management

Service Benefits

- Improved care worker productivity
- Improved compliance
- Great efficiency in rostering thanks to clearer route planning
- Greater CQC compliance through enhanced and real time reporting
- Postcode and routing ensures mileage claims are calculated automatically
- Reduced administration and payroll costs
- Optimal use of resources

Rostering

Use a visual rostering board to drag and drop the right carer onto each visit, but there's way more on offer than just that. See the comparative travel time for each available carer to complete a visit but also know that the travel time is intelligently calculated based on the employees last location, whether a visit or their home address.

Automation via Templates

Use our Templates feature to assign a carer to the same visits each week. If you have a carer who attends the same daily visits for the same person receiving care every week, just select the visits, assign the carer once and add them to the Template and each week they'll be automatically assigned to those visits. Should care staff swap from one week to the next, 2, 3 and 4 weekly templates may also be configured.

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Payroll and Invoicing

Access Care Rostering offers an unrivalled level of flexibility in both billing and invoicing. Using rate sheets that you set up once, you can adapt the rate of pay or billing based on the customer or the type of care being offered. The options are comprehensive and allow for automatic calculation when used with electronic time & attendance via Access Care Planning.

Due to the flexibility of the solution, Access Care Rostering can be adapted for use in various care settings, including supported living, live in, residential care and extra care services. These care types can be managed from one database, so as customers diversify into other care services there is no need to implement a different solution.

Mileage calculation

Using Google Maps, Access Care Rostering accurately calculates the travel time and distance between visits allowing for automatic calculation of travel pay and invoicing. You can also add supplementary time for visits where the address was more difficult to find or took longer to reach, plus there is the option for additional flexibility through manual adjustments.

Visit eligibility

Have no concern about sending an unqualified or unsuitable employee to a visit and know when a carer is meeting someone for the first time. Access Care Rostering offers a full set of rules that alert and disallow allocation of carers based on the rules you define. If a staff member has out of date training the system can prevent them being allocated to visits. If there's no continuity between the carer and the person receiving care, the system will alert you, as well as blocking selected carers. It makes rostering much simpler to know that the system will take care of eligibility, meaning you can focus on efficiency.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

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.

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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.

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.

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.

Remote User Training	Additional remote user training for end users of the system utilizing remote web technology to train your users.

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Bespoke report development	Bespoke report development to your needs to work for your business and your customers. KPI reports, performance reports, visit status, service user status, billing reports, pay exports, payroll exports, or any other kind of reporting utilizing the data within your Care Rostering system.
Systems Optimization	A dedicated expert consultant reviewing your use of the system to provide targeted expert training, provide best practice advice on process improvement, re-configure areas of the system that need updating, and show new features/functionality which would add value to your business. All days show improvement measurements including time, cost, and performance improvements.
Trouble Shooting/Best Practice	A dedicated expert consultant will review your business challenges with you and recommend ways in which you can use your system more efficiently to solve these pain points.
API access/integrations	API integrations/Access to allow integrations to 3rd party systems to your Care Rostering systems including Management Information systems (MI), learning management systems (LMS), reporting, system integrations, and any other business problem that can be solved by the movement of your data.
Data exports including Local Authority export	Bespoke data exports from your Care Rostering system for use with reporting and integrations to 3rd party systems including local authorities.
Other product integration	Integrate your Access Care Rostering system with another product/s from the Access family for example Access Workspace, Access Care Planning, Access Care Compliance, Access Early Pay, Access Payments, Access LMS, Access Recruit, Access Screening, Access Payroll, Access Financials, Access People, and others
Data Import	Import data to Care Rostering from correctly formatted templates
FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

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4 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 2 main support plans as detailed below.

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. 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.

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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 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 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.

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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

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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

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

9 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

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10 Development Life Cycle

As one of our core products Access Care Rostering 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 circa monthly) with all companies benefitting at the same time

11 Technical Requirements

Access Care Rostering runs on any computer or mobile device with a browser and Internet connectivity.

Web Browsers
Microsoft Edge, Google Chrome

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.

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