access
freedom to do more

G-Cloud15
Access Screening
Service Definition

Contents

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

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1 Service Overview

Fast, automated candidate screening tools. By using the Screening product, you can reduce time to carry out pre-employment background checks, comply with confidence and hire the right candidate for your company every time.

Screening Service Descriptions

Improve time to hire

- Quickly validate and process a high volume of documentation and passports checks
- Get candidates on board quickly and create profiles for each and every candidate
- Track candidate progress on your compliance dashboard to monitor every stage
- Reduce manual admin creating savings to the business
- Quickly access supporting data without needing to use other suppliers via our third-party integrations and online checking service
- Occupational Health screening determines if a candidate is considered high or low risk and is suitable for placement
- Confirm a candidate's Right to Work status and comply with Home Office regulations in less than five steps with our app

Improve candidate experience while being compliant and secure

- Ensure you're always compliant with the latest legislation
- Avoid fines and protect your reputation with automatic alerts highlighting imminent expiry dates of candidate passports, visas or DBS
- Personalise with your brand to provide a consistent candidate experience across your organisation
- Turn your compliance into a revenue generation tool
- Fully auditable case history making reporting and audits a breeze
- Protect your information with banking-grade encryption

Take the hassle out of screening

- Easy to install and start using right away
- Cloud-based for anytime, anywhere access – on any device
- Reusable workflows and templates to save time - that can be configured for each client and candidate
- Simple to use with training and support at every stage from a dedicated UK team
- Compatible with most HR and recruitment platforms

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2 Onboarding

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.

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.

We offer 3 flightpath tiers for the implementation of Screening.

FlightPath A
Access Workspace Implementation of Access Screening, including: Data checks; GDPR messaging tool; documents; tags; questions/answers; priority review; referencing; reporting suite; actions; candidate disclosure self-pay; candidate portal progress update; candidate authentication; two-factor authentication; job roles.

FlightPath B
Access Workspace Implementation of Access Screening, including: Data checks; GDPR messaging tool; documents; tags; questions/answers; priority review; referencing; reporting suite; actions; candidate disclosure self-pay; candidate portal progress update; candidate authentication; two-factor authentication; job roles; demo site; document and delivery; employment history timeline.

Flightpath C
Access Workspace Implementation of Access Screening, including: Data checks; GDPR messaging tool; documents; tags; questions/answers; priority review; referencing; reporting suite; actions; candidate disclosure self-pay; candidate portal progress update; candidate authentication; two-factor authentication; job roles; demo site; document and delivery; employment history timeline; DocuSign; RTW integration.

FlightPath for Access Screening

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.

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Data Extract	Allows you to extract your data from the Screening system.
Reciteme	Accessibility toolbar to enable you to give a more inclusive candidate experience on the candidate portals.
SLA Report	Report containing names of candidates, the background check status, the candidate portal completion dates, SLA completion date and actual completion date.
Background Check Progress Report	An overview of background check progress in CSV downloadable format. Includes candidate information, workflow information and background check status.
CSV Bulk Upload	CSV bulk upload tool enables you to initiate bulk background checks within the product.
Integration with third party software	Access to API documentation to allow you to create an integration with the Screening platform.
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.

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.

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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.

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.

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.

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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.

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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.

10 Development Life Cycle

As one of our core products Access Screening 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

Access Screening runs on any computer or mobile (candidate) device with a browser and Internet connectivity.

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

Mobile Devices
IOS, 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.

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