

G-Cloud15

Access Assemble

Service Definition

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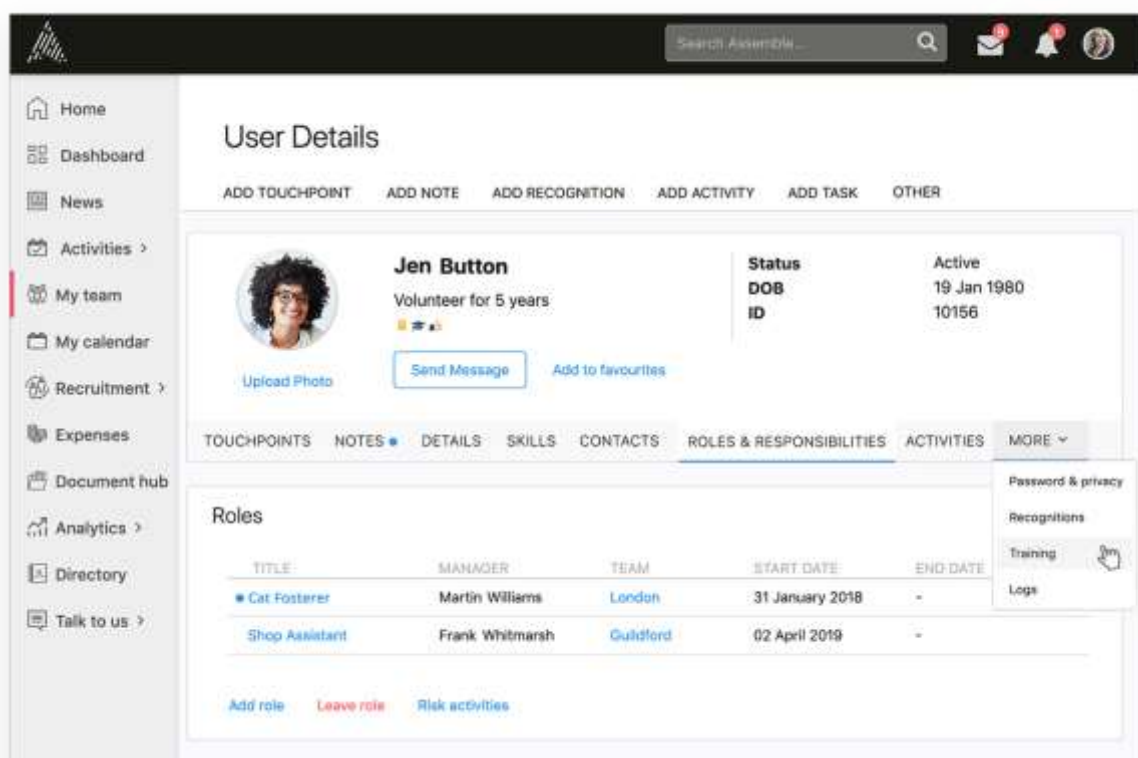
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1 Service Overview

For years, the public sector has been served with ineffective solutions. Complicated, inappropriate technology causes disjointed volunteer experiences, time consuming data management, compliance risks, usage frustrations, and wasted expense – making it difficult for organisations to achieve their goals. With multiple teams, dozens of products, and a growing number of volunteer touchpoints, effectively managing the end-to-end experience often becomes challenging. At Assemble, we passionately believe technology is a critical enabler in the public sector and have worked hard to create the platform to maximise our clients impact.

Assemble acts as an all-encompassing solution, investing heavily in the importance of security & compliance, the recruitment process and features that aim to engage and nurture volunteer relationships. There's no need to be constantly switching between different software, everything lives in a single location. With a host of powerful features integral to volunteer management, Assemble is also built with flexibility in mind. We understand not every organisation is alike. Whether you need simple or complex workflows, custom fields or branding, API integrations or open access – everything is possible.

Clients also benefit from deep sector knowledge - senior management provide insight with collective experience of +20 years as Volunteer Officers in the Surrey Police Special Constabulary. This first hand insight into the challenges of volunteer management alongside input from Senior Volunteer Co-ordinators & Program Managers across the sector helped shape our solution to overcome pain points many others encounter.



The Assemble interface

Assemble has a long list of functionalities, some of which can be seen below:

- **Recruitment**
 - Opportunity creation and advertisement
 - Public facing opportunity search/view/apply
 - Customised to fit into the current client website to offer seamless integration for applicants
 - Applicants' portal
 - Referees' portal
 - Parental consent portal
 - Customisable application forms and process
 - Applicant tracking with custom levels of screening/checks/vetting
- **Message centre**
 - Send and receive messages internally or externally
- **Events**
 - Invite volunteers by skill/location/team/role
 - Integrated with SMS
- **Recording**
 - Collect data including skills, qualifications, training and volunteer hours
- **Structure**
 - Flexible hierarchy that supports an unlimited level and number of teams/locations
 - Granular permissions library to customise users actions/access to data
- **Expenses**
 - Allow volunteers to submit claims
 - Integrate with modern payroll systems
- **Document library**
 - Central repository of important documents for your organisation
 - Can be tailored to display certain document by location/role/team
- **Scheduling**
 - Powerful scheduling system to help manage your volunteers (rota)
 - Flexible task management to assign responsibilities (tasks)
- **Analytics**
 - Capture KPI's and measure impact with powerful reports dashboard
- **Directory**
 - Allow your volunteers to keep in touch with one another
- **News**
 - Keep your volunteers up-to-date with latest news
- Full Management functionality
- Mobile app available on iOS and Android

Overview of the G-Cloud Service

Assemble has helped clients improve their volunteer journey by implementing standardised and uniform processes across their organisation. Some of which is highlighted below:

- Increased volunteer engagement
- Feature rich platform to help keep data in one place
- Powerful features to manage every step of the volunteer journey
- Easy to search, identify and apply for opportunities online
- Consistent volunteer experience across the organisation
- Reduced hours of scheduling with intuitive scheduling and communication features
- Volunteers kept in the loop with automatic notifications and alerts
- Empower volunteers with their own self-serve portal
- Hassle-free built in automations and triggers
- Improved collaboration
- Up-to-date contact information, consents and agreements
- Satisfy compliance with features that help identify, anonymise, delete or export personal data
- Record the true contribution of volunteers - proving invaluable for measuring impact
- GDPR compliant
- Easy integrations with other systems using API
- Increased adoption from easy-to-use UI
- Expert guidance: benefit from years of experience and deep sector knowledge
- Fast time to delivery: pre-configured best practices accelerate the project

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. 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.

Full details of our Flightpath implementations for Access Assemble can be found [here](#).

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

FlexPoints	<p>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.</p> <p>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.</p>
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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.

We provide 3 main support plans for Access Assemble 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. 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 [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.

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 Backup and Disaster Recovery

Our service is designed across AWS's highly scalable highly available infrastructure. Our Disaster Recovery (DR) program ensures that our services remain available or are easily recoverable in the case of a disaster. This is accomplished through building a robust technical environment and creating Disaster Recovery plans. We take a risk and impact-based approach with continual improvement.

Disaster recovery for Assemble utilises the latest cloud technologies to provide as much automatic failover, recovery and self-healing as possible. Any incident with even a small likelihood of happening has automatic procedures in place for the application to heal itself and extreme cases, with a minute chance of occurring, are detailed within our Disaster Recovery (DR) Plan.

The DR plan also contains descriptions, procedures, and mitigations for cases where the automatic self-healing procedures are not initiated. In all cases, our DR plan has a Recovery Point Objective (RPO) of less than one hour, meaning data loss will be at an absolute minimum.

Access Assemble's Recovery Time Objective (RTO) is zero for all self-healing cases and even where manual intervention is required, it remains less than a few hours in all but the most extreme cases.

All backups are managed and hosted by Amazon Web Services in Ireland. Production database servers are backed up to snapshots daily, these daily backups are stored for 35 days. One backup per month is kept for a full year. So Assemble can be restored to any day in the past month, or any month in the past year. Lastly, all changes to the database are written into a revision history, so Assemble is able to roll back individual records should the need arise. All stages of these backups are encrypted at rest using Amazon's KMS.

7 Business Continuity

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

8 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.

9 Development Life Cycle

As one of our core products, Access Assemble 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 customers benefitting at the same time.

10 Technical Requirements

Assemble is a SaaS (Software as a Service) solution and users access the software via a web browser. Therefore, no hardware or software installation is necessary.

11 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.