G-Cloud15

Access Expense

Service Definition

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1 Service Overview

Access Expense uses artificial intelligence to transform expense management, automating the entire claim lifecycle from receipt capture to reimbursement. Our AI-driven OCR technology automatically captures receipt details, intelligently categorises spend, matches receipts to claims, and detects anomalies, saving your finance team valuable time whilst reducing processing costs and errors.

The intuitive interface supports natural language querying, enabling employees to quickly retrieve information and navigate the system with minimal training. Available across all devices—PC, smartphones and tablets—Access Expense's design ensures easy adoption and instant access from anywhere.

On the desktop, Access Expense is delivered through the Access Evo platform, providing powerful configuration tools to tailor the system to your organisation's needs. Integrated communication and collaboration features boost employee engagement, whilst a unified data warehouse delivers dashboard analytics and actionable insights on spend patterns and trends. All of this is underpinned by our secure, cloud-based infrastructure that we host and maintain, allowing you to focus on managing your business, not managing technology.

Used by over 100,000 people globally, Access Expense combines ease of use with intelligent automation to streamline processes and maximise efficiency.

Below is a summary of the key system features:

Accessible to users globally
Access Expense can be accessed via desktop, tablet, or mobile through a simple login process. Administrators can quickly add users and link them to specific teams, ensuring correct setup and approval chains are followed.

Credit Cards
Access Expense works with all the major banking providers to provide statements electronically through two complementary approaches.

- Transactions can be imported automatically via API bank feeds from supported banking partners; or
- Statements can be uploaded directly into Access Expense.

Once received, Access Expense allocates the correct expense lines to their respective cardholder for review and approval.

Multi-Currency
Access Expense supports all major currencies, allowing employees to capture and submit expense claims in their preferred currency. Integration with XIGNITE.com provides automatic retrieval of exchange rates for historical claims, ensuring accurate currency conversions.

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Smartphone Capability
Access Expense offers native apps for both Android and Apple devices. The mobile app streamlines expense capture, submission, approval and reimbursement, enabling employees and managers to complete expense transactions quickly and easily whilst on the move.

Automatic Receipt Scanning (OCR)
Users can photograph receipts on their mobile device and automatically create claims using AI-powered OCR software, making expense submission effortless and fast.

Document Wallet & Receipt Matching
Access Expense's mobile solution enables users to capture receipts using OCR technology, which automatically extracts key receipt details. Captured receipts are stored securely in the Document Wallet until ready to attach to a credit card claim line or create a new claim for an out of pocket expense. The receipt matching functionality uses OCR data to intelligently match receipt information to claims, streamlining the attachment process.

Employees' cost centres and cost GL codes embedded into the system
Each expense type is set up by the administrator with the nominal code being either a set code or made up of tags attached to the end user such as cost centre, location and department. The number of tags you use is unlimited, therefore enabling you to ensure that the expenses can be posted correctly to your general ledger.

Ability for Finance team to access individual claims and reject any items outside of expenses policy
Once the claim has been authorised, Finance can be given the last level of authorisation for all claims where they are able to review the claim and make any changes to the lines to correct VAT or reject items where applicable.

Option to embed claim limits in line with expenses policy
Claim limits can be put in by expense type, with different types and policies set up for different teams if required. The Policy can then set the limit which can be applied with no option to proceed or the system will warn and highlight that the policy has been exceeded.

Full VAT management
You are able to set up and include as many different VAT rates / categories as you require and then in the set up for each expense type you identify the VAT category for that type. This will only show the VAT element separately if the VAT receipt option is ticked by the Claimant.

The user is unable to change VAT rates, but as the finance team you have the ability to

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amend and check VAT based on the actual amount on the receipt and having checked if you really do have a VAT receipt attached.

You also have the ability to reject a claim if a VAT receipt has not been attached for an item where your policy states that you have to have a VAT receipt for the claim to be repaid.

Mileage Claims
Mileage rates are updated from the HMRC website creating a matrix between engine size and type of claim. You are able to introduce your own mileage rates alongside this as required. Mileage entry is address and postcode enabled so that it calculates the actual mileage travelled saving up to 20% on mileage claims. This is calculated by Google Maps so is an accurate and familiar interface for users. The ability to enter 'via' destinations ensures that users can easily claim for multiple stop off points.

Environment and Sustainability
Access Expense tracks and reports CO2 emissions across all journey type claims including mileage, train fares, taxis, ferries, and air travel, enabling organisations to monitor and report on their travel-related carbon footprint.

Instant Messaging
Instant messaging allows expense approvers to query particular expenses and resolve queries that would otherwise hold up the expense approval process. This is a friendly and efficient way to get expenses approved.

Collaboration between approver and submitter prevents unprocessed expenses building up in the system. Approvers can query particular expense lines so there is no need to hold up the entire claim.

Duty of Care
Access Expense enables organisations to fulfil their duty of care obligations by automatically tracking and verifying each claimant's vehicle and driving credentials. The solution integrates directly with DVLA to automatically verify driving licence status, vehicle MOT, and vehicle tax, whilst recording comprehensive compliance data. Administrative dashboards provide real-time visibility of compliance status, helping organisations mitigate risk, reduce liability, and demonstrate due diligence in managing business travel safety.

Accounting Integration
Access Expense integrates seamlessly with The Access Group's accounting software, enabling rapid synchronisation of fully approved expense claims. For organisations using alternative accounting, finance, or payroll systems, Access Expense provides public APIs that facilitate flexible integration with any third-party platform, automating the transfer of approved claims for streamlined reporting and payment processing. Additionally,

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custom export configurations are available for organisations requiring tailored data formats or specialised integration approaches.

Apps
Included within Evo are product specific apps to improve engagement of Access Expense along with standard apps everyone can use to complete tasks or access information quickly and more easily to support team cohesion.

Suite of standard reports and ability to build bespoke reports
The Access Group also provide a range of other software solutions which includes Access Analytics; a powerful Analytics tool that is used to interrogate data across our product range. We have designed a fully integrated dashboard with full filtering capability and the ability to export data into Excel.

Access Collaborate – Connected Teams for a connected business - Communication made easy
Collaborate is our document sharing, project communication and collaboration tool which comes as part of Access Evo. One central place for sharing information means no more confusion or duplication of effort – documentation, plans, tasks and resourcing information are easily accessible.

2 Onboarding

Implementation Approach

We're committed to delivering an excellent onboarding experience. Our implementation packages—FlightPaths—follow a well-defined journey with clear milestones, designed to provide value from your investment as quickly and fully as possible.

For more complex requirements, we can agree a bespoke solution based on our Access Implementation Methodology. Whichever approach we choose, successful implementation requires close collaboration.

Access FlightPath

Our FlightPath services are designed to be remote-first, providing a low-risk implementation journey regardless of your organisational structure or where your employees work.

We use video calls to facilitate face-to-face contact, giving you the hands-on benefit of working with an Access expert and our extensive software deployment expertise. We've also invested in product e-learning, enabling your users to learn our products at their own pace.

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Our remote-first approach ensures regular, accessible communication to keep you on track at every step of your journey, with software delivered flexibly to suit your organisation's needs.

All our FlightPath consultants and onboarders are certified in our products and trained in our remote-first FlightPath implementation methodology, including effective remote project delivery.

Clear Roles and Responsibilities

At the 'Getting Started' milestone phase, you'll receive a Welcome Pack clarifying roles and responsibilities—what you'll need to do and what we will do. Our FlightPath approach also sets clear joint expectations, helping us both understand the process we'll commit to for successfully launching your chosen software to your end users in a timely and efficient manner.

Your Onward Journey

Following successful implementation, we'll ensure you're smoothly transitioned to our Success Team, including support colleagues and Customer Success Managers, who 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 implementation options for Access Expense can be found here: **FlightPath – Expense**

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.

Administrator Training	1 hour training covering all key areas for administration of expense (maximum 3 delegates)
Credit Card Training	Explanation of both methods (import & manual entry) and a guide on how to set them up and match/submit the line
Project & Task Training	Explanation of upload process and how filters can be applied, as well as how to request the details based on Expense Type
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

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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.

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. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

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Full details of our Customer Success Plans for Access Expense can be found here CSP - Expense

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.

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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.

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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

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

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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 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

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

Web Browsers
Microsoft Edge, 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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