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Access Financials

Service Definition

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1 Service Overview

Access Financials is a powerful cloud-based finance solution delivering efficiency, accuracy, and visibility for growth. With a multi-dimensional reporting structure, Access Financials provides exceptional flexibility for reviewing organisation performance across branches, departments, groups, funds, or projects.

Why Choose Access Financials?

As your organisation grows, you need up-to-the-minute processes and connected financial management systems to support your growth. Access Financials grows with you - it doesn't hold you back. Developed by finance experts, Access Financials gives you greater financial control and visibility through a modular design that allows you to assemble your own system, tailored to your needs.

Key Benefits

Streamline Operations No more siloed systems and time-consuming reporting. Automated financial processes, clever controls and highly accurate data drive your organisation for you.

Create a Platform for Growth As you evolve, Access Financials evolves with you, adapting to your increasingly complex needs. Everything you need, joined up and in one place.

Empower Your People Easy-to-use software, self-serve apps and real-time financial reporting gives your people the confidence to be proactive and achieve more.

Gain Full Visibility See your finance, project, sales, HR, credit and third-party data in one single view, enabling better informed decisions.

Modules

Access Financials is a configurable, modularised system that scales as your organisation grows.

The system is highly secure, always up to date with the latest functionality, and provisioned from UK-based data centres. Our web services API enables integration with other systems such as CRM, payroll, and HR. The solution extends to operational users for:

Accounting - Multi-dimensional ledgers, sales and purchase ledger management, automatic bank reconciliation, multi-currency and multi-entity support

Purchasing & Accounts Payable Automation: Purchase order management with intelligent automation, supplier management, approval workflows

Invoice Processing - Sales invoicing, credit control, collection management, CRM integration

Projects - Project costing, time recording and expense tracking, resource scheduling, project billing

Fixed Assets - Asset register management, multiple depreciation methods, lifecycle tracking, automatic General Ledger posting

Expenses - Staff expenses and credit card management

Reporting and Analytics - MI dashboards, real-time insights, customisable reports

Timesheets - Time recording and absence requests

AI-Powered Bank Reconciliation: Automated transaction matching

Access Evo — AI-Enabled Digital Platform

Access Financials with **Access Evo** presents a scalable solution which can extend in line with growing data volumes, users, integration with other systems as well as into other functions within the organisation should this been needed in the future.

Access Financials is delivered through Access Evo, an AI-enabled digital platform that unifies systems, data and users within a single, secure environment. Through Single Sign-On, Access Evo provides a personalised software experience for each user, enabling finance teams across the organisation to input financial data, action approvals and access relevant reports — whether working remotely, in the office or on the move.

Platform Capabilities:

- **Personalised dashboards** providing role-specific access to applications, data, documents and communications
- **Integrated analytics tools** consolidating data from all Access software to deliver real-time business intelligence
- **Collaboration functionality** for secure document sharing, task management and cross-team communication
- **Cloud-based document storage** with secure 24/7 access and full version control
- **AI-Powered Copilot Assistant:** Natural language querying enables instant answers to financial queries — for example, "Which suppliers require payment this week?" — delivering actionable insights in seconds and reducing time spent navigating multiple systems

Proven Track Record

With over 25 years' experience supporting organisations with turnovers ranging from £2m to £200m, and proudly working with over 20,000 UK Finance Professionals, you can feel confident that we can meet even the most complex organisational demands.

Customer Results:

- "Invoicing - what used to take 20 hours is now half an hour."
- "Access Financials has saved us more than 200 hours each month, equating to £50k per year"
- "We've saved 2.5 days on month-end processing with Access."
- "We can generate the management accounts in under 30 seconds."
- "Those reports took our assistant accountant four or five hours every month. Now it's a two- or three-minute job."

2 Onboarding

We provide you with an excellent experience in getting up and running with Access Financials. 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. While it is ultimately your journey, we are here to support you all the way.

Full details of our FlightPath for Access Financials can be found here:

[FlightPath Access Financials](#)

[FlightPath Access Financials for Health and Social Care](#)

[Flightpath for Not For Profit \(NFP\) Access Financials](#)

Access Implementation Methodology

For larger scale implementations, the Access Implementation Methodology (AIM) ensures that all of our on-boarders and consultants work to a set of common standards and helps our clients understand their role in a successful implementation.

Each project is unique in terms of its objectives, complexities, duration and the skills of the personnel involved, however our clients' projects often share the common goal of demonstrating value at the earliest opportunity. This forms the basis of our Time to Value (TTV) onboarding methodology.

The Concept of Time-To-Value

"Time To Value (TTV) is a term that describes the period of time between a request for a specific value and the initial delivery of the value requested." In simple terms, and applying it practically, it is the gap between purchasing the software and the point in which you feel you have experienced value.

The approach follows these principles:

- Collaboratively led and managed
- Focuses initially on people, organisation and absence data with an inclusion of self-service to initiate value and employee engagement, delivered on a fixed deliverable / fee basis
- Will have a dedicated Access Solution Delivery Manager & Build Consultant
- Follows SaaS on-boarding principles and milestones within an agile framework
Focuses on standard as possible, different as necessary discipline
- Configuration can be carried out remotely out by the Build Consultant or by the customer with Build Consultant advice

Our TTV approach is designed for customers who require a route to efficiency and self-sufficiency through standard functionality.

The benefits of implementing with this approach are:

- You will gain the benefit of management and maintenance of live data through our solution more efficiently.
- Provides an effective foundation for any later project phases
- You will achieve earlier value from the purchase with a more efficient use of consultancy time
- The assisted configuration and period of system familiarisation helps to cement the training and ensures the configuration completed is done so using best practice guidelines
- You will gain confidence and become self-sufficient quicker
- You are more likely to require less UAT and go-live assistance days as they will be in a better position to support their end users
- You will be more able to complete configuration and roll-out future phases with no/less Access consultancy
- You are more likely to continue to improve the solution based on their requirements following Go-Live You are less likely to need assistance adapting the solution for future business process changes

Implementation timescale is dependent on the scale of the solution being implemented, with simpler implementations (e.g single Legal Entity, single currency, 1 to 5 users), with a Flightpath delivery 8 to 10 weeks. A larger implementation using the AIM Methodology would be 4-6 months.

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.

Additional Software Deployment Services	
Multi-Currency	1-3 currencies. Not available with FlightPath A.
Multiple Legal Entities	Additional legal entities will exist as separate databases in Access Financials. Price per additional legal entity to be setup.
Three Segment Adv Nominal	Instead of the standard two segment advanced nominal code entry a three-segment configuration can be chosen instead for organisations with a more sophisticated reporting requirement.
Fixed Assets	Fixed Asset Management with posting of depreciation using straight-line depreciation method.
Stock Control	Basic stock control including the ability to assign stock codes / SKUs and track stock levels. Not available with FlightPath A.

Purchase Invoice Register	Purchase ledger invoice register with simple approval mechanism which relies on the user entering the transaction selecting the approver from a list. No workflow based on sign off values or budget checking.
Purchase Invoice Approval	Approval of purchase invoices using workspace 'approve'. The approver is selected manually from a list during processing of an invoice. The approver can view an image of the invoice and either approve or reject as well as making comments which are visible in 'approve'.
Sales/Purchase Accruals	The ability to mark particular nominal codes for deferring costs and revenue. When processing transactions to these codes in the core finance modules the system will allow the user to specify the number of periods the transaction should be deferred for. This module does NOT provide any GRNI or purchase invoice awaiting approval accrual calculations. These figures must be calculated manually.
Training	
Remote Training	Additional remote training delivered using web conference technology. Price per day.
Onsite Training	Additional onsite training. Price per day.
Administrator Training	Administrator training. Delivered remotely using web conference technology. Price per 1/2 day.
Access Analytics	Additional training on creating insights and dashboards.
Advances Access Data Engine Training	Insights and dashboards using other Access Solutions and or external sources (Access Workspace Professional edition only).
Consultancy	
Project Management	We can undertake additional project management services to ensure that your project runs smoothly. We will co-ordinate multiple Access resources and ensure that your dedicate project manager is available to help keep the project on track.
Scoping and System Design	We can undertake scoping exercises to drive out system requirements from multiple stake holders during workshops. These requirements can then be translated into system design and specification documents.
Document Layout Modification	We can modify your invoice, credit note, statement, purchase order and remittance layouts with additional fields or by making cosmetic changes.
Bespoke Configuration	We can undertake bespoke configuration outside of the Financials FlightPath
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.
Reporting	
Bespoke Finance Reports	Where you require existing reports to be modified or new reports written as an addition to the suite of standard reports provided.
AOI Custom Views	We can create custom queries which return results into AOI (Access Office Integration).
Development Services	
Bespoke Third Party Integration	We can integrate Access Financials with other third party applications using web services APIs.
Bespoke Workflow Form	We can create bespoke 'Workflow Forms' which extend your database and give you the ability to capture and process additional data.

4 Integration Capabilities

Access Financials offers a range of API capabilities designed to enhance integration, data exchange, and automation within financial processes. The API provides a comprehensive set of endpoints for managing your financial data. The Financials GraphQL API allows you to create, read, update, and delete financial records, as well as perform complex queries and aggregations. Here's a summary of its key API features:

- **Data Integration:** Access Financials APIs facilitate seamless integration with other systems, allowing for the exchange of financial data between applications. This helps organisations maintain accurate and up-to-date information across platforms.
- **Real-Time Data Access:** The APIs provide real-time access to financial data, enabling users to retrieve and manipulate information such as transactions, account balances, and financial reports instantly.
- **Security and Compliance:** Access Financials APIs are designed with security in mind, ensuring that data is transmitted securely. They comply with relevant regulations and standards, providing peace of mind for organisations handling sensitive financial information.
- **Documentation and Support:** Comprehensive API documentation is available, offering guidance on how to implement and use the APIs effectively. This includes examples, endpoints, and best practices to assist developers in integration efforts.

More information is available at:

<https://newdeveloper.erp.accesscloud.com/docs/financials/overview>

5 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 will be critical to the well-being of your organisation. 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 [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.

6 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 organisation. They prepare briefings on the

organisation, 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.

7 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. 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.

8 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 in transit and 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.

9 Business Continuity

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

10 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.

11 Development Life Cycle

As one of our core products Access Financials 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 clients benefiting at the same time.

12 Technical Requirements

Access Financials 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

Single-Sign On

The solution supports Single-Sign On via OpenID Connect Identify Providers, such as Azure Active Directory and Active Directory Federation Services. The solution employs standard security protocols such as SAML (Security Assertion Markup Language) and OAuth 2.0. It also offers additional security measures such as multi-factor authentication (MFA), which adds an extra layer of protection by requiring users to verify their identity through a second method, such as a mobile app or SMS code.

13 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 99.80% 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.