

G-Cloud15

Access LMS Evo

Service Definition

Contents

1	Service Overview.....	3
2	Onboarding.....	6
3	Additional Service Options.....	7
4	Service & Support Management Details.....	8
5	Account Management & Customer Success	10
6	Outage and Maintenance Management.....	11
7	Backup and Disaster Recovery	11
8	Business Continuity Statement/Plan	12
9	Accreditations and Awards	13
10	Development Life Cycle.....	14
11	Technical Requirements.....	15
12	Service Constraints.....	15

1 Service Overview

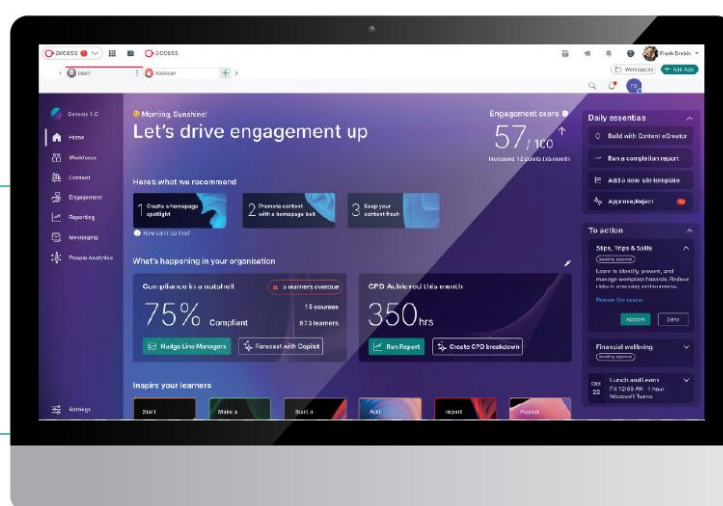
Access LMS Evo brings together the best of learning management technology into one powerful solution designed to transform the way organisations deliver learning. By combining intuitive design with advanced functionality, LMS Evo helps businesses create engaging learning experiences that drive performance, compliance and growth.

With LMS Evo, you can create, assign, track and manage learning across your organisation with ease. The platform offers everything from compliance dashboards and CPD tracking to gamification features that keep learners motivated. Integrated eLearning content creation tools and curated course libraries ensure your teams have access to the resources they need, while advanced analytics and reporting provide actionable insights to improve learning outcomes.

Whether you need a streamlined platform for managing content and engagement or a fully customisable solution with enhanced automation and analytics, LMS Evo adapts to your needs. It supports hybrid and remote learning, integrates seamlessly with your existing systems and empowers employees to learn in ways that fit their roles and ambitions. By investing in LMS Evo, you create a culture of continuous learning that strengthens compliance, boosts engagement and prepares your workforce for the future.

Unrestricted Learning Access
 Mobile, tablet, or desktop, anytime, anywhere.

Comprehensive Compliance Oversight
 Automated tracking, dashboards, reporting and learner reminders.



Safe, Secure AI
 Using Access Evo three-tier AI security, no data is shared externally or used in OpenAI systems.

With compliance tracking dashboards, learning gamification and eLearning content creation tools, CPD tracking, learning needs analysis tools, integrations to support remote learning, as well as full reporting.

Access LMS Evo offers two levels of functionality depending on customer preference:

- LMS Hub – A streamlined platform for managing learning content and driving user engagement, ideal for organisations seeking simplicity and efficiency
- LMS² - An advanced solution offering enhanced functionality, customisation and scalability for businesses that need deeper insights and flexible learning experiences

Below is a summary of the key features which are shown in full within our online [Feature Comparison Document](#)

Facilitate social, collaborative learning	Allow your learners to start discussions and share questions, tips and views. 'Ask the Expert' also gives the option to assign a nominated person (expert/course director) to deliver extra support.
Evidence a culture of continuous learning	Administrators can create any number of CPD schemes and each learner has a personalised CPD dashboard showing their progress against their chosen schemes. See a breakdown of CPD by activity type and activity. Completed learning activities appear in the learner's CPD dashboard, the time spent on the activity is counted towards the learner's CPD target and progress is shown in a graphic.
Learning, where you need it when you need it	Our mobile native LMS companion app enables learners to continue their learning from a mobile device with full access to content within the My Activities feature when they are online. Learners can also manage their status on events and view their certificates. Managers can see the learning status of their team via the app.
Clear and comprehensive management information	Generate reports across your entire organisation or registered learners at the touch of a button. Access clear, real-time tabular or graphical reports. Create custom reports with the ability to add clear graphical charts and pivot tables and distribute automatically via email.

Training needs analysis	Diagnostics enable you to identify knowledge gaps and demonstrate competency. Pathway assessments complement the diagnostic assessments by testing learners on the activities they were required to complete to address their knowledge gaps.
Automatic learner enrolment	Registration Rules will automatically register learners to activities if the learner meets the criteria set.
Implement an automated performance and development process	Forms and Workflows will assist you to automate your performance and development processes including performance/competency reviews, career discussions and appraisal processes. The online system uses form-based workflows to manage the information and gives managers and administrators more efficient control.
Manage your responsibilities under SM&CR	For our Financial Services users, the Access SMCR tool enables you to plan, build and maintain your Responsibilities Map and Individual Statements of Responsibilities via a secure, intuitive interface. LMS ² supports the Certification Regime. using our flexible Forms and Workflows, you can create Fit and Proper assessments with fully customisable workflows that best fit your organisation.
Delivered on innovative software technology	The Access LMS Evo solution is delivered with Access Evo and helps make your working day more engaging and productive through single sign on, user management, collaboration. one place for all of your Access software.
Intuitive approach to administering your learning content	Content Manager provides a central hub for administrators to create, upload, allocate and manage all activities. Content can be tagged and assigned to a series of catalogues so that relevant activities can be located quickly within Find Learning. 'Drag and Drop' to upload SCORM, AICC and xAPI content, Word, Excel, PDF, MP3, MP4 and MOV formats.
Content Authoring	Enable subject matter experts to build their own learning content using the integrated authoring tool, eCreator. With flexible templates, authors

	need no technical knowledge to create high-quality content quickly and easily.
Learning Pathway Design	Learning activities can be easily grouped within learning pathways to deliver focused learning over a relevant period.
Simply manage instructor-led sessions	Users can quickly access the Events Calendar to see upcoming training events, view the key information & register onto an event. Events can be configured so they are only visible to certain user groups and can take advantage of integrations with WebEx, Zoom and Microsoft Teams.
Off-the-shelf eLearning	From risk and compliance, health & safety to personal and professional development, our eLearning courses are designed to help you deliver the learning your employees need. With a large and diverse selection of courses from Access, employees can learn the way they want to learn with a range including microlearning and videos that are designed to deliver a fast impact on employee knowledge, productivity and engagement.

2 Onboarding

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 eLearning, 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 program 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 use 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.

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.

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. To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

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 the selection of services below with our full catalogue online [Here](#)

Branding Pack	Time with our creative services team to give your LMS branding and themes tailored to your organisation.
Bulk Document Imports	1 hour training covering all key areas for administration of expense (maximum 3 delegates)
Training Services	Available as bundled delivery or individual sessions for customers who want to increase specific areas of our solution.
Activity Registrations Import	A service for customers looking to boost compliance reporting from the outset. Import training

	registrations into our LMS to reflect currently in-date mandatory training.
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.

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 and named Technical Support Engineer. Your Access experts understand how you're using the technology and will advise you on how to get more from it. Working with the same people also makes faster resolution times likely when you're looking for advice and guidance.

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

At Access, we are committed to helping our customers maximise the value of their investment. With over 160,000 customers using our products, we have a dedicated team focused on ensuring continued success and adoption of best practice.

Our Customer Success team consists of product specialists who support customers on Standard and Premier Success plans. They deliver educational webinars, share guidance on new functionality and help embed best practice into day-to-day operations and system configuration.

Complementing this, our Account Management team works closely with customers, specialising in vertical sectors or specific products. Depending on complexity, Account Managers provide service remotely using advanced technology or through on-site visits. They keep customers informed about emerging technologies, prepare briefings on business, technical and financial benefits and collaborate to ensure awareness of the full breadth of Access solutions and support.

Implementation and Ongoing Engagement

During implementation, customers on the Premier Success plan are assigned a named Customer Success Manager (CSM). The CSM ensures the solution meets requirements, supports the transition to business-as-usual and drives engagement and adoption. They work closely with your project team, preparing action plans to keep the project on track and deliver expected outcomes and ROI.

The CSM acts as your trusted adviser and advocate, providing:

- Regular one-to-one meetings and telephone correspondence
- Solution demonstrations where appropriate
- Updates on new functionality, user events and enhancements
- Advice and recommendations to optimise system use
- Acting on feedback and product suggestions

They also serve as a point of contact for service-related issues, disputes or concerns and are familiar with your specific requirements. Our CSMs bring experience from roles in Support and Consultancy, giving them a broad understanding of Access solutions and customer needs.

Together, the Customer Success Manager and Account Manager ensure you receive both strategic and commercial guidance, helping you achieve long-term success and get the very best from your Access solutions.

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 data centre outage. This section covers all Access managed data centres.

All backups are stored on disk and are retained as indicated below. They 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 data centre and the secondary data centre meaning data is always backed up to another geographically diverse site.

All servers are backed up on a daily basis outside of UK core hours. These backups go directly to storage in the DR data centre to ensure off-site availability.

Backup technology in use for our hosted environments is Cohesity.

Recovery Point Objective & Recovery Time Objective

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 RPO & RTO times are as follows:

- SQL Server
 - RPO - 15 minutes
 - RTO - 12 hours
- Non-SQL Server
 - RPO - 24 hours
 - RTO - 12 hours

Retention for backups

NON-SQL Workloads - standard retention for non-sql data/servers is 30days with our RTO & RPO

SQL Workloads

Retention for backups:

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	6 months ¹

Backups will be deleted upon client request following termination of contract, otherwise they will be aged out via retention policies.

Standard Restore Testing - we undertake restores automatically on a weekly basis via an automated process to a separate server to ensure that the backup is consistent and valid on restore.

Standard Restore Testing - we undertake restores automatically on a weekly basis via an automated process to a separate server to ensure that the backup is consistent and valid on restore.

8 Business Continuity

The solution has been designed so that there is no hardware single point of failure. Dual Firewalls are used to connect to dual switches, SANs and Physical Hosts. The Physical hosts run VMWare ESX and operate within VMWare vSphere clusters. The virtual machine images and virtual machine storage are replicated between the two data centres using a combination Zerto Virtual Replication and VMWare vCloud Availability (VCAC).

The use of these technologies ensures that storage and virtual machines are resident in both data centres giving maximum flexibility in the case of a disaster. We monitor servers to ensure sure they are available as well as having thresholds in place to alert us of capacity issues. We run the hardware environment at N+1.

For Access Evo, our internal hosting team, Access Cloud, manages the hosting environment up to and including the application infrastructure layer. This covers all hardware, VMware hypervisor software, storage, operating systems, SQL Database

¹ Payroll Data is retained for 5 years this is based on database naming conventions. Some products also deviate from Monthly 6 months. Additional information can be requested from our DBA Team.

Servers, MySQL Servers, IIS Web Servers and RDS Servers.

Access applications run on top of this infrastructure and are fully supported by us. All services operate within the primary active data centre, with failover capability to a secondary data centre, providing enterprise-level resiliency far beyond traditional cold standby disaster recovery solutions.

9 Accreditations and Awards

As a business we have the following accreditations and awards:

- ISO Accreditation
 - ISO 27001 - accredited through our commitment to best practice with regards to our security controls.
 - ISO 27701 - an international standard that provides a framework for managing privacy information, specifically focusing on Personally Identifiable Information (PII), a privacy extension to ISO 27001.
 - ISO 42001² - this is an international standard that provides a framework for organisations to establish, implement, maintain and continually improve an Artificial Intelligence Management System (AIMS). It helps organisations ensure responsible and ethical AI development, deployment and operation. The standard focuses on risk management, transparency, accountability and alignment with ethical principles throughout the AI lifecycle.
 - Cyber Essentials: a UK government-backed and industry-supported certification scheme that helps organisations of all sizes protect themselves from common cyber threats by implementing basic technical controls
- Payroll Assurance Scheme - Our Payroll Services Division (APS) are CIPP no recommendations we can make; The Access Payroll Team pass with flying colours!"
- HM Revenue & Customs - Access payroll services meet the requirements of the published HM Revenue & Customs Payroll Standard and the relevant sections of HM Revenue & Customs Quality Standard. It incorporates online filing and supports Extra Pay Frequencies, Directors' NI, Contracted Out and Net Pension Deductions.

Awards

- Fosway Group, Core Leader for Digital Learning 2026
- Fosway Group, Core Leader for Learning Systems 2026
- Tech UK, President's Award Winner 2024
- PayTech Awards Winner 2024
- UK IT Industry Awards, Vendor of the Year Award Winner 2023
- UK Tech Awards, UK Tech Company of the Year Award Winner 2023
- UK Business Tech Awards, Tech Company of the Year Award Winner 2023

² We are one of the first companies in the UK to be accredited ensuring responsible use of AI

- Great British Care Awards, Care Innovator Award 2022
- Business Awards 2022 Large Business of the year
- Kofax UK & Ireland, Outstanding Growth Award 2022
- UK Tech deal of the year, UK Tech Awards 2022
- VEEAM Best VCSP Partner of the year 2022

10 Development Life Cycle

Our development life cycle is based on Agile methodology, ensuring flexibility, rapid delivery and continuous improvement. Development is organised into sprints, with dedicated scrum teams of 5–6 developers and QA engineers working collaboratively on specific product areas. Backlogs are managed in JIRA, where detailed user stories form the foundation of development tasks.

Planning & Requirements

- User Stories & Backlog: requirements are captured as user stories in JIRA, prioritised by the Product Strategy team.
- Threat Modelling: each sprint includes a STRIDE-based threat modelling exercise (Spoofing, Tampering, Repudiation, Information Disclosure, Denial of Service, Elevation of Privileges).

Design & Development

- Secure Coding Practices: all developers complete annual security training focused on OWASP Top 10 vulnerabilities and Privacy by Design principles.
- Code Reviews: mandatory peer reviews aligned to security guidelines before merging into the master branch.
- Version Control: code is managed in Git and Entra DevOps, with structured branching for developers and modules.

Testing Approach

- Automated Testing: automated test cases are written for all endpoints before passing the first quality gate.
- Quality Assurance: QA engineers perform detailed exploratory and user testing to identify issues.
- Regression Testing: every release cycle includes regression testing using scripted test packs and automated tools.
- Continuous Integration: CI/CD pipelines include:
 - Static and dynamic code analysis
 - Automated unit and API tests
 - Malicious payload testing (nightly)

Deployment & Release Management

- Continuous Release Strategy: updates and patches are delivered every 2–4 weeks via automated deployment.

- Non-Production First: patches are applied to non-production environments before production, following change management procedures.
- Release Notes: provided in advance via the Community Portal, along with training materials and documentation.

Security Integration

Security is embedded throughout the SDLC:

- STRIDE threat modelling for every development cycle.
- OWASP Top 10 compliance in coding and testing.
- Automated vulnerability scanning and payload testing.
- Compliance with ISO 27001, GDPR and industry standards.

Compliance Assurance

- All development activities adhere to ISO 27001, ISO 27701 and GDPR requirements.
- Secure development practices ensure data protection and privacy by design.
- Continuous monitoring and regular audits maintain compliance with regulatory and legislative standards.

11 Technical Requirements

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

Web Browsers

Internet Explorer 11 (not run in compatibility mode) and above, Latest; Microsoft Edge, Firefox, Safari and 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.