

G-Cloud15

Access EPoS

Service Definition

Contents

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

1 Service Overview

Access EPoS provides a highly configurable end to end hospitality focused EPoS software solution. It's cloudbased EPoS Manager software, links seamlessly with locally installed EPoS and Kitchen Video software. The EPoS and Kitchen Video software runs locally to ensure a robust and reliable experience that is not reliant on internet connectivity.

The software contains features and benefits taken from 27+ years in the hospitality industry and is further expanded through the use of externally available APIs, that allow for many 3rd party integrations.

Below is a summary of the key system features:

Accessible to users globally

Access EPoS can be accessed by unlimited users, with access to the internet via a simple log in process. Users can be added quickly by an administrator and their access level is easily managed by user roles.

Cash Management

Access EPoS has a number of methods to managing cash within the business. Cash declarations can be made against clerks or terminals on the PoS or via EPoS Manager and variances tracked using various reports.

Safe checks and banking can all be managed by using a customisable section of the system called 'Business Sheets'.

Deposits and Ledgers

Deposits and Ledgers can be stored and tracked using the system. Deposits can be taken and redeemed on the PoS or via the EPoS Manager cloud system. Deposits can also be updated via 3rd party systems through the use of an API.

Gift Cards

Gift Cards can be sold and redeemed on the PoS or via the EPoS Manager software. Gift Card reporting is available in EPoS manager and 3rd parties can integrate with a gift card API to add and deduct balances.

Customer Loyalty and Staff Benefits

The system contains a customer loyalty module. It covers scheme types such as point, cashless, credit and discounts. There is also an employee benefits module which links to the employees stored within the system. The employee benefits scheme provides similar flexibility, staff can be given a points or cash allocation, discounts and spend restrictions.

Stock Management

The system provides great stock management functionality. Purchase orders can be placed and sent to suppliers via EDI or emailed via PDF or CSV. Deliveries can be received and tracked. Products can be transferred between locations or ordered from internal locations. Wastage and stock counts can be entered via the PoS or EPoS Manager solution. The system provides multi-level stock counts and reporting, along with recipe building and sales stock depletion.

PoS and Kitchen Screen Management

The cloud based EPoS Manager software allows you to control all aspects of the PoS and KV software. Selling items, printing, screen layouts, functions and payments are all managed in the cloud and updates can be pushed out immediately or on a schedule. When a new release of the EPoS or KV software is available, the update can be triggered via EPoS Manager at the push of a button.

Reporting

The system contains extensive reporting on all areas of the system. All reports can be exported to excel or printed in PDF format. There are a number of accounts exports which either send to email or an FTP server, which make getting data out of the system easier.

EPoS Software - POSLink

The POSLink software is the locally installed PoS software. It contains a number of different modes to cater for different service styles and functions. It can be used in QSR, Take Away, Restaurant, Fine Dining and Kiosk environments. It contains over 274 separate functions and has numerous links to 3rd party systems for gift card redemption, loyalty, online orders etc.

Kitchen Video Software - KVLink

The kitchen video software works seamlessly with the PoS software and contains a number of different modes depending on the type of kitchen and operational process being used. Ticket Mode is the standard mode for a restaurant environment, tickets can be directed to different sections of the kitchen based on the items within the order. Grill Mode is used for stations in a kitchen that are focused on a single task or cooking type such as cooking burgers or fries. List mode provides a list of orders as they arrive. Pass control mode provides production kitchens with an overview of stock levels and quantities to make. The interactions with the screens can be tracked and reported on to indicate inefficiencies with particular parts of an order process.

APPs

Included within Workspace are product specific apps, these take some of the commonly used areas of EPoS Manager and expose them within workspace for each access and usability.

APIs

The solution include 3 APIs that can be made available externally.

- WebOrderAPI – this allows 3rd parties to pass in web orders made in advance for delivery or collection
- POSLinkServiceAPI – this API provide real time interaction with the PoS system. It is used for interacting with in venue orders, placing in venue orders or paying for in venue orders via a 3rd party system
- StockNetAPI – This API contains functionality around gift cards, deposits and sales reporting. 3rd parties can retrieve transactional and consolidated sales information.

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.

A link to the relevant FlightPath 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.

User Training	Basic User Training for end users of the system. To include Logging in, Navigation, Clerks, Takings, POS, Reports.
Admin Training	Training for Administrators. To include managing users, roles, PLU, Centralisation, Updates.
Reports Training	Deep dive on all reporting capabilities for Operations and Finance.
Business Sheet Author	Create a Business Sheet workflow. Charged per day with quote provided

Reports Author	Create an Enterprise Report. Charged per day with quote provided
Full POS Build	Full POS build available to be done by a consultant
Additional Data Load	Additional data loads into the built system
Go-Live Support	On-site installation support on Go-Live day.
Onsite installation	A consultant will complete a full install on-site and will then be available for same day go-live
On-site weekend installation	Consultant will attend site at the weekend for a full POS installation
On-site weekend Go-Live	Consultant will attend site at the weekend for a full Go-live support
3rd Party Integration	Configuration of available 3rd party integrations.

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 2 main support plans as detailed below.

The Standard Plan

As a Standard Plan customer you benefit from fast 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

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.

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.

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 EPoS 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.

10 Technical Requirements

Access EPoS Manager (StockLink) runs on any computer with a browser and Internet connectivity.

Web Browsers supported

Internet Explorer 11 and above, Firefox, Safari, Google chrome.

POSLink and KVLink both run on windows operating systems. The current version in use and supplied on devices purchased from Access is Windows 10 (IOT).

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.