

G-Cloud15

Access Protect: MCM

Service Definition

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1 Service Overview

MY Compliance Management is a **cloud-based compliance platform** designed to streamline Health, Safety, Environmental, and Quality (SHEQ) processes. It centralizes and automates compliance activities, replacing manual spreadsheets with automated workflows, dashboards, and reporting tools. The solution comes with a native mobile app with offline capability, supporting frontline workers with H&S responsibilities.

MY Compliance Management seamlessly integrates with other products in the Access software ecosystem such as eLearning.

2 Onboarding

Every account is assigned a dedicated Customer Success Manager who will look after you throughout your subscription. Each customer will have a CSP (Customer Support Plan) and we will help you reach your objectives. With 121 training calls, monthly check in's our aim is to ensure you get the right support in the right way for you.

Customer Support Process

A Customer Support Plan will be arranged with all new customers to find out more about the customer, a chance to meet your dedicated Customer Support Manager and on this call we will set objectives, contact preferences and create a 'Support Plan' which will guide both us and you to ensure we support in reaching your compliance goals.

Phase 1 - Customer Support Plan

The CSMs will agree frequency of calls on the CSP call. We can provide Teams training to key users (Champions) to train them on the software as well as share best practise. We hold monthly training webinars open to all customers and also have E Learning modules to support their onboarding.

Phase 2 - Training

Phase 3, Ongoing Support

The customer will receive regular contact from their CSM to see how they are getting on with their account. This will be in the form of a telephone call and/or email.

As stated in our Terms of service, while there is an Automatic Renewal process, the Customer Support Team will contact the customer at 30 to 90 days before renewal to ensure the customer is happy to continue their subscription and renew for a further 12 months.

The Customer will be provided with Best Practice webinars provided by the MYC team. Any users within the Customer's account can register to attend these webinars

Customers will be invited to attend our Annual User Forum event for workshops/networking and various other sessions organized by the MYC team.

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.

Account Health Check	An account health check is where a MYC expert (CSM) will review your account and suggest improvements to enhance your experience using the software.
On Site Training	While we encourage all training to be delivered via teams there is an opportunity to pay for a CSM to visit your site and deliver a day of onsite training to you and your teams.

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 for our MY Compliance Vision product.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster - as a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment - our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Access Customer Success Plans](#)

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.

Get to know our knowledge base
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. - [Frequently Asked Questions - MY Compliance Management](#)

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

6 Backup and Disaster Recovery

The solution is hosted in AWS and uses AWS inbuilt backup and restoration procedure.

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:

- Database Server
 - 5 minute RPO
 - 4 Hour RTO
- Non-SQL Server (EC2)
 - 2 Hour RTO

Retention for backups

Standard retention of 7days with our RTO & RPO. Manual snapshots taken during deployments are kept indefinitely.

7 **Business Continuity**

For MCM, we have invested in a cloud-native architecture on Amazon Web Services (AWS), leveraging AWS's best-in-class global infrastructure to deliver a resilient, secure, and highly available platform for our SaaS service. Each tier runs across multiple nodes behind intelligent AWS load balancing services. If any individual node becomes unresponsive, traffic is automatically routed to healthy nodes, maintaining continuity of service.

Customer data is protected using AWS's defence-in-depth security model, combining network segmentation, managed security services, and continuous monitoring to ensure multiple layers of protection between the public domain and customer data.

Disaster Recovery (DR) is implemented across multiple AWS regions.

All services run in an active primary AWS region and can be failed over to a secondary AWS region, providing enterprise-level resiliency and continuity.

8

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 42001¹ - 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.



Cert No. 12124/IMS-001



Cert No. 12124/PII-001



Cert No. 12124-AIMS-001



**HM Revenue
& Customs**



Awards

- Fosway Group, Core Leader for Digital Learning 2025
- Fosway Group, Core Leader for Learning Systems 2025
- 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
- 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

¹ We are one of the first companies in the UK to be accredited ensuring responsible use of AI

9 Development Life Cycle

As one of our core products Access MY Compliance Management has a detailed roadmap of improvements driven by a number of input channels including customer feedback, market changes and Access strategy. Roadmap is managed by a dedicated Product Management team with User Experience (UX) resource ensuring a continuous focus on user experience. Ongoing development against each application is supported by a development and QA plan that includes detailed user stories and acceptance criteria. The roadmap is structured into 'now, next, later' over an 18-24 month outlook to ensure we can remain flexible as both customer and business priorities evolve.

Releases happen as needed, varying from critical bug fixes being deployed within the same day they pass QA, to a more formalised launch of new features with accompanying customer communications and customer support/training material. All customers benefit from all releases.

The system is periodically pen tested to ensure continuous improvement against safety standards and to maintain a robust security posture. A number of additional security monitoring tools are in place.

10 Technical Requirements

MY Compliance Management is a web-based application that supports modern browsers. You can use the following browsers to access the application:

Supported Browser Versions

Browser	Support Version	Notes
Google Chrome	Latest versions as maintained and supported by the manufacturer.	Recommended browser for optimal experience.
Mozilla Firefox	Latest versions as maintained and supported by the manufacturer.	Full support for all features.
Microsoft Edge	Latest versions as maintained and supported by the manufacturer.	Chromium-based Edge required.
Apple Safari	Not supported.	Not supported.
Internet Explorer	Not supported .	Legacy IE support has been deprecated.

Mobile Operating System Requirements

Note: The application includes HTML5 shim and Respond.js for limited backward compatibility, but Internet Explorer is no longer actively supported. Users are strongly encouraged to use modern browsers for the best experience and security.

The MY Compliance Management mobile application is available on both major mobile platforms through their respective app stores.

IOS (Apple)

Requirement	Specification
Minimum iOS version	iOS 14.0 or later
Compatible devices	iPhone 6s and later, iPad (5 th generation) and later
Download source	Apple App Store

Android

Requirement	Specification
Minimum Android version	Android 11 or later
Download source	Google Play store

MY Compliance Management uses Bootstrap's responsive grid system with the following breakpoints to ensure optimal display across different devices.

Minimum Screen Resolution Requirements

Desktop Devices

Display Category	Minimum Resolution	Recommended
Large desktop	1200px width and above	1920x1080 (full HD)
Standard desktop	992-1199px width	1366x768
Minimum desktop	768px width	1024x768

Mobile and Tablet Devices

Device Type	Minimum Resolution	Orientation
Tablet	768x1024px	Portrait and landscape supported
Mobile phone	320x568px	Portrait recommended, landscape supported

Additional Technical Requirements

Network Requirements

Requirement	Specification
Internet Connection	Broadband connection recommended (minimum 1mpbs)
Protocol	HTTPS (TLS 1.2 or higher)
Ports	Port 443 (HTTPS)

Browser Settings

Setting	Requirement
JavaScript	Must be enabled.
Cookies	Must be enabled for session management.
Pop-up blocker	Allow pop-ups from application
PDF viewer	Built-in or Adobe Acrobat Reader for document reader

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.