

Access launches real-time 'contextual chat' across aCloud platform

- *Enterprise social networking brings real-time messaging to business users*
- *Communicate online with staff, customers and suppliers to get answers to queries faster*
- *Reduce time and money spent on completing tasks and projects*

Access Group has launched aCloud Chat in a move that sees the SaaS-based offering embedded into the heart of its business software platform, Access aCloud. The enterprise level application allows staff, customers and suppliers to easily communicate with each other from within the business solution.

Stuart Allsopp, CTO for Access, commented, "Chat helps organisations to save time and money completing tasks and projects as employees and external parties can quickly obtain the answers they need. The beauty is that Chat works within the context of the task or project being carried out.

"It doesn't matter if it's an invoice or an expense - if the finance department or a manager has a query, they can see if the customer, supplier or staff member is online and open a real-time dialogue with them. One click and you're having a conversation to solve the issue. They can get the problem sorted there and then, it's that simple."

According to research by Siemens Enterprise Communications (2009) an average delay of 3.5 hours per week is experienced by each knowledge worker. This means lost time on a particular task can have a negative impact on critical business processes. Coupled with the fact that on average SMBs waste 18 hours each week from waiting for information to difficulties collaborating; the cost to business is huge.

Bringing enterprise social networking tools to organisations, aCloud Chat offers one-to-one and group persistent messaging, creating a catalogue of searchable conversations. "It's possible for teams to collaborate online instantly, and introduce new people into the conversation as needed. This conversation is then stored allowing it to be reviewed at any time. If someone isn't logged in, the application will alert them and email a summary of activity so everyone is kept in the loop."

Developed using the Sazneo technology that Access acquired earlier this year, Chat has been integrated into the Expense, CRM and Portal applications within aCloud, and it will also form part of the soon-to-be-launched HR application. The solution is being used within Access, resulting in increased collaboration between staff and with customers.

"Access aCloud is an ecosystem for conducting business in a much more socially connected, collaborative way. It's social ERP for business," said Stuart. "It has all the familiarity of social media platforms like Facebook and provides an immediate answer to many business process challenges, reducing risk, cost, complexity, and time issues. aCloud Chat is an essential element of this and we will be adding more exciting applications in the next few months that continue to make it easy for our customers to do business."

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Access is a leading author of fully integrated business management software. The portfolio spans solutions for ERP, finance, HR, Payroll, warehousing, business intelligence, professional service automation and manufacturing. More than 10,000 UK businesses and not-for-profit organisations use Access solutions to improve their performance, profitability and drive growth, unlocking their business potential through improved business insight.

Vertical focus and industry-specific solutions differentiate Access in the market and templated solutions make for rapid and easy deployments. Using Access software to automate operations, streamline processes and share real-time business information anytime, anywhere, businesses can benefit from significant performance improvements.

Access is one of the top five fastest growing UK software developers in The Sunday Times Buyout Track 100 2012 and featured in last year's Profit Track 100. On-going commitment to excellence, customers and employees has also placed the company among the UK's top employers in The Sunday Times' 100 'Best Companies to Work For' 2011.

In the past 12 months Access has completed seven M&A deals including, thankQ, French BI specialists Prelytis and Delta Software, plus the Access customer base of a number of resellers.