

GCloud13

Access Elemental Social Prescribing Software Pricing Document

1 The Access Group - Elemental Social Prescribing Software

Elemental, an **award-winning Social Prescribing digital platform** that helps organisations to demonstrate **real value** and **impact** from their **community investment activity**.

Elemental offers a range of digital social prescribing solutions designed to help stakeholders in community health and wellbeing to halt avoidable health inequalities by supporting the strategy and practice of self-care and independence for patients/citizens. Elemental is proven to increase access and engagement in social prescribing, making it easier to make, manage, track and measure the impact community investment has on community health and wellbeing.

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Elemental Core;

Pricing Model – Per number of registered patient/citizens

Elemental Core Platform							
Max Number of registered patients/citizens	250	500	1,000	2,000	3,000	5,000	Unlimited CCG /Council Borough Package*
Software License Includes: Initial set up, config (to include pre population of your community DOS*), technical support**, maintenance of platform, software license, upgrades and hosting.	£4,000	£6,000	£11,000	£16,500	£20,500	£25,000	£32,000
Onboarding Costs (year 1 only)	£1,000	£1,000	£1,000	£2,000	£2,000	£3000	£4,000
Online Training Package via Elemental's Online Learning Academy (combination of self-learning and live facilitated workshops) (Year 1 Only)	Up to 10 delegates 1 x live facilitated workshop	Up to 10 delegates 1 x live facilitated workshop	Up to 20 delegates 2x live facilitated workshops	Up to 20 delegates 2 x live facilitated workshops	Up to 30 delegates 3 x live facilitated workshops	Up to 30 delegates 3 x live facilitated workshops	Up to 30 delegates 3 x live facilitated workshops
Fee Year 1	£5,000	£7,000	£12,000	£18,500	£22,500	£28,000	£36,000
Fee Year 2 Onward	£4,000	£6,000	£11,000	£16,500	£20,500	£25,000	£32,000

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25%

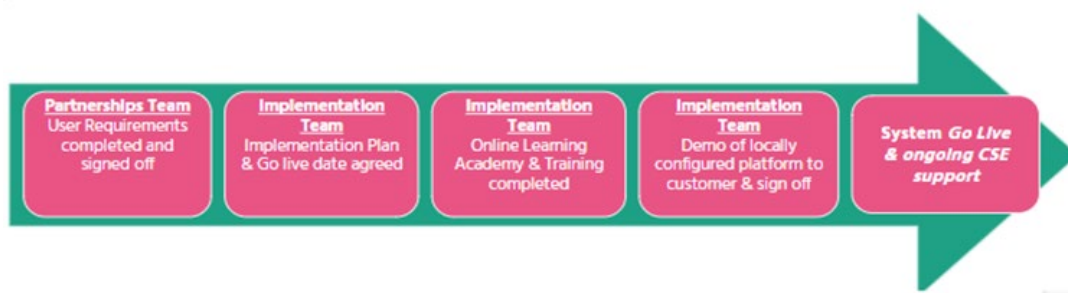
Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- * Limited number of community providers and activities pre-loaded into the DOS (number of community providers and activities will increase as the package size increases)

- **This package of support includes our Basic Customer Success Plan (CSP) offering. CSPs can be enhanced at an additional costs (depending upon the level of support you require). Further detail on the differing levels of support available in section 3 part 2.
- Pricing does not include integrations or bolt on modules
- Pricing is for Elemental Core
- Pricing excludes VAT

2 Implementation Methodology

Our Implementation Teams will lead the implementation process for our customers. Key milestones involved are:



Stage 1 - User Requirements

- Gather user requirements with all stakeholders (process of documenting all the customer's needs).
- Customer provided with workflow/implementation chart.
- User Requirements signed off.
- Confirm Project Go Live date.

Stage 2 - Project Management - Regular meetings to:

- Feedback project progress and status, risks.
- Create a demo a replica of your configured platform so you can make any changes before deployment.
- Coordinate implementation of Clinical Connections (I.e., EMIS Web, Vision & SystmOne) integration across GP Practices and other clinical settings.
- Ensure that population of the Directory of Services is completed and pre-loaded for the customer.
- Training carried out for all users of the platform.

Stage 3 - Project GO LIVE

- All stakeholders can access the platform.
- Weekly check in meeting with your Project Manager up to one month post project 'go live'.

- Introduce stakeholders to their Customer Success Manager (CSM) who will be a daily support channel for the customer throughout their journey with Elemental.

Stage 4 - Ongoing Project Support

- CSM will provide daily support. Monthly meetings with stakeholders to discuss additional needs, training requirements and platform usage.
- Account Manager support post project 'go live', meeting on a quarterly basis and liaising closely with your CSM.

All Elemental users have 24/7 access to our Online Learning Academy which comprises e-learning modules, quizzes, resources, videos and cheat sheets.

This includes a combination of Non-Facilitated/Self Learning & Online Live Facilitated training for;

- Referral Agents – GPs, Nurses, Social Workers, etc
- Referral Handlers – Social Prescribing Link Workers, Community Connectors etc
- Community Providers – to enable them to maintain their services in the DOS
- Super Users - for Team Leader/Manager/Commissioner.



As a cloud-based platform and a Software as a Service (SaaS) product, upgrades and updates are included in the annual licence fee. Improvements, enhancements and maintenance are included in monthly releases.

Elemental works in monthly release cycles and any maintenance required is included in these monthly releases. These releases are done outside core hours (i.e., after 18:00). We send release notes by email to your nominated contact(s).

3 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 (with Elemental being part of the Access group), we have over 5,000 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. 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 [Customer Success Plans](#)