

# GCloud14 Access CM Pricing Document

## 1 Access Care Monitoring

Access is a leading supplier of care management solutions to the public, private and charity sectors in the UK. Working with over 200 of UK Local Authorities responsible for social care, 40+ NHS Trusts, and over 10,000 Care Providers, we deliver solutions for commissioners and care Providers.

The CM platform is the award-winning, supplier-hosted software application at the heart of all of our services to Local Authorities and Community Health. The system is accessible via any Internet-enabled PC, laptop, tablet or mobile device in real-time 24 hours a day, 7 days a week.

For ease of use, our cloud SaaS platform may be summarised as two main solutions:

**Workforce management for internal/in-house teams and care Providers** – this may include electronic care monitoring, scheduling and rostering, payroll exports, business intelligence, digital care management functionality, an optimisation engine and mileage wizard.

**Commissioning of care** – this may include electronic care monitoring, digital care management functionality, integration with case management and finance systems, financial arbitration automation, and business intelligence.

## 2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access CM. Costs are dependent on the specific modules chosen from our two solutions outlined above. The table below shows the prices per product line across different sizes of care services:

Solution	Small (50 Carers)	Medium (150 Carers)	Large (300 Carers)
<b>Workforce management for in-house service / care Provider – TOTAL Monthly cost:</b>	£3,115	£5,310	£8,675
<b>Product line sub-totals:</b>			
<b>CallConfirmLive! Scheduling &amp; Monitoring</b>	£240	£480	£800
<b>MaxCare Optimisation</b>	£110	£330	£660
<b>Digital Care Management</b>	£500	£750	£1,500

<b>Mileage &amp; Mapping</b>	£105	£315	£630
<b>CM Mobile</b>	£500	£1,500	£3,000
<b>CM Business Intelligence</b>	£275	£400	£600
<b>Hosting, Maintenance &amp; Implementation</b>	£1,385	£1,535	£1,685
<b>Solution</b>	<b>Small (500 SUs<sup>*1</sup>)</b>	<b>Medium (1,000 SUs)</b>	<b>Large (1,500 SUs)</b>
<b>Commissioning of care – TOTAL monthly cost:</b>	£6,355	£12,160	£17,855
<b>Product line sub-totals:</b>			
<b>CallConfirmLive!</b>	£1,430	£3,900	£6,380
<b>Monitoring</b>	£2,625	£5,250	£7,875
<b>CM Business Intelligence</b>	£650	£1,150	£1,650
<b>Hosting &amp; Maintenance &amp; Implementation<sup>*2</sup></b>	£1,650	£1,800	£1,950

## Customer Success

Customer Success Plan	Standard	Premium
<b>Percentage of Annual Recurring Revenue (ARR)</b>		
<b>Minimum licence value for Premium is £10,000</b>	15%	25%

## Notes on Pricing / additional services

- Recurring monthly fees invoiced monthly in arrears
- Excludes VAT at prevailing rate
- Note <sup>\*1</sup> SUs = Service Users
- Note <sup>\*2</sup> Implementation is for the council solution only and does not include the Care Providers – this cost is bespoke per implementation as depends on the number of Providers and economies of scale possible through shared training. Implementation services will be charged at our prevailing day rates, in line with our SIFA Rate Card at £950 per day, with the number of days required to be determined by the scale of the project.

- For Commissioning of Care solution, the implementation includes integration with the Council's social care case management system and with care provider solutions that support the LiveIntegrate specification.

### **Assumptions & Conditions**

- No costs have been included for third-party supplier charges the Customer and their care providers may need to pay for integration with the Access CM solution.
- CallConfirmLive licences are sold on a concurrent user basis.
- CM Business Intelligence licences are sold on a named user basis.

## **3 Implementation Methodology**

We believe wholeheartedly that the functionality that our software offers our customers is very important, but it is only half of the value equation, how the system is rolled out is critical if full value from your new investment is to be achieved.

We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact, for some customers, this may be the first software roll out they have managed. We recognise this and we have designed our best practise, remote-first implementation services to help ensure you have a great experience and are looked after along the way, so that the whole process is less daunting... this is our FlightPath implementation approach.

### **Seamless implementation, delivered 100% remotely**

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.

### **You have control, but we are never far from your side.**

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.

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.

Full details of our Flightpath implementations for Access Care Monitoring can be found [Access FlightPaths](#).

## **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**

*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](#).