



# GCloud14 Access PeopleHR Evo Pricing Document

## 1 Access PeopleHR Evo

All PeopleHR Evo packages are delivered to our customers through Access Workspace, bringing together your Access solutions on a next generation platform.

Workspace delivers a consistent experience for our Access customers offering a more intuitive way to interact with your solutions as well as intelligent interactions, ensuring a seamless experience for your users (employees, Leaders and HR Teams).

\*note in addition we also offer a basic PeopleHR package – Essentials

## 2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access PeopleHR Evo.

Package	Essentials	Professional	Enterprise	Elite
Price per employee per month	£3.20	£5.30	£7.40	£9.80

### Customer Success

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	N/A	Included	25%

### Rates for additional services if required

Additional Services	Rate
One day	£1,025
½ a day	£525

### Notes on Pricing / additional services

- Minimum charges are required for a Premier Success Plan - £10,000 per annum
- Pricing excludes VAT
- Annual fee invoiced annually in advance
- Set up costs included in annual fee – additional one off payment of £2,000 for Training
- plus any charges for additional services required

- Additional services are delivered remotely unless agreed in line with our expenses policy for onsite visits;
  - Consultant's working day: 8 hours exclusive of travel and lunch
  - Working week: Monday to Friday excluding national holidays
  - Office hours: 9:00am to 5:00pm Monday to Friday

### **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 PeopleHR Evo can be found here; [The Access Group](#)

## 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 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](#)