GCloud14

Access Synergy Education Management System Pricing Document

1 Access Synergy

Synergy software helps local authorities to support families more effectively by spanning the full education and child services spectrum. It is used in more than 90 authorities across the UK as a proven, flexible, modular system encompassing School Admissions, SEND, Pupil Support, Family Information Service, Early Years Funding, and Children's Centres and more. It also offers generic case management functionality for wider uses.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Synergy. Synergy includes a range of modules which can be purchased individually, or included as part of a suite in many different combinations. Pricing is per concurrent user per year.

Synergy Core Module	100-250	251-500	501-1000	1000+
Admissions	£500	£400	£300	£150
SEN	£500	£400	£300	£150
Education Support	£200	£100	£50	£25
Early Years	£500	£400	£300	£150
Family Support (FIS and Hubs)	£500	£400	£300	£150

Customer Success

Customer Success Plan	Standard	Premium
Percentage of ARR (per year) Minimum licence value for Premium is £10,000	15%	25%

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Excludes VAT
- Pricing does not include portals, integrations, implementation services, project management or data migration.
- Implementation services will be charged at our prevailing day rates with the number of days required to be determined by the scale of the project.

Minimum licence requirements: 100 users per year.

Assumptions & Conditions

- No pricing has been provided for third-party licences that the Customer would need to contract directly with.
- Pricing is based on:
    - Maximum capacity of 1000 concurrent users on size of environment
    - Up to 500GB of data storage
- Additional users above the licence entitlement (batches of 10 users) are charged at the per user price plus 30% uplift, where not selected at purchase.

- Pricing for additional storage, environments and concurrency can be provided upon request.

Example

Organisation has a requirement for 300 x Admissions. The first year is calculated as follows:

250 x Annual User Licences @ £500 = £125,000

50 x Annual User Licences @ £400 = £20,000

Total Annual Price = £145,000

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.

Implementation will be delivered by our dedicated team of experienced Project Managers and Consultants. They will work in partnership with the Customer's project teams to deliver on time and to the agreed specification. Your implementation requirements will be discussed and agreed in detail prior to the start of the project.

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.

Application support is provided in line with the standard Synergy Service Level Agreement.

We also provide 2 main Customer Success 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.](#)