# GCloud14
# Access Care
# Planning
# Pricing Document

# 1 Access Care Planning

**⊞Access Care Planning is a comprehensive care management mobile app**

It includes complete digital care plans and forms, eMAR, family & funder access, automated alerts and visit verification, all in one easy to use and configurable platform.

Our care planning solutions are used by care providers. Providing solutions for home care, residential care homes, supported living, complex care, and multi-service settings.

## 2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Care Planning. Pricing is based on the number Active Employees in the system. The pricing below is the cost per month,

| Active Employees | 10-25 | 25-100 | 100+ | 300-500+ |
|---|---|---|---|---|
| **Per Active Employee** | | | | |
| **Care Planning; Care Planning Forms, Mobile and Family and Funder** | £11.86 | £11.27 | £10.75 | £10.49 |
| **Training and Test** | N/A | N/A | N/A | 10% |

Customer Success

Notes
Pricing

| Customer Success Plan | Standard | Premium |
|---|---|---|
| **Percentage of ARR (per year)** | 15% | 25% |

on /

additional services
- Annual fee invoiced annually in advance
- Set up costs included in annual fee
- Premium Support Service minimum spend £10,000
- Excludes VAT

**Assumptions & Conditions**
- Price bandings are per Active Employee per month
- Subscription fees will be based on the minimum contracted value or actual active employees in the prior month/ whichever is greater.

**Example**
**10 Active Employees Access Care Planning Subscription with Standard Success Plan**
10 Active Employees Contract = 10 x SaaS Fee (£11.86) x 12 + 15% Standard Success = £1636.68

**Implementation Fees:** Implementation fees are based on the level of service needed based on the size and complexity of the customer requirement. Additional services, as agreed with the customer may be purchased on a day rate basis.

| Implementation Level | Flightpath A | FlightPath B | FlightPath C |
|---|---|---|---|
| **One-off fee** | £720 | £2375 | £4000 |

| One Off Fees | Amount (£) |
|---|---|
| **Access Workspace for Care** | £187.50* |
| **Testing Environment** | £295 |

*Mandatory fee

### 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,

access
freedom to do more

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.

# 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](Customer Success Plans)