

GCloud14

Access TEC

Personal Safety

Pricing Document

1 Access TEC Personal Safety

The Access Group is one of the leading providers of business management software to small and mid-sized organizations in the UK, Ireland, USA and Asia Pacific. We help over 100,000 customers across commercial and not-for-profit sectors become more productive and efficient.

Access Personal Safety & Lone Worker solutions ensure employers are protecting and ensuring the safety of their most valuable assets: their people. Our personal safety solutions are trusted by organisations across multiple business sectors, to keep their dispersed teams safe. Providing the best safety solutions to protect the welfare of the individual, our BS8484 compliant solutions safeguard against potential danger, providing peace of mind, improving staff productivity, whilst supporting your responsibilities as an employer.

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access TEC Personal Safety. For any additional queries please contact:

Ram Singh: Head of Sales – Personal Safety ram.singh@theaccessgroup.com



Access Personal Safety & Lone Working Solutions – App

App – Protect - Self Monitored	12 months	24 months	36 months	App – Protect with 24/7 Monitoring	12 months	24 months	36 months
01 - 50	£4.47	£4.07	£3.60	01 - 50	£6.96	£6.15	£5.35
51 - 100	£4.22	£3.82	£3.40	51 - 100	£6.46	£5.65	£4.85
101 - 300	£3.97	£3.57	£3.20	101 - 300	£5.96	£5.15	£4.35
301 - 500	£3.72	£3.32	£3.00	301 - 500	£5.46	£4.65	£3.85
501 - 750	£3.47	£3.07	£2.80	501 - 750	£4.96	£4.15	£3.35
751 – 1000+	£3.20	£2.70	£2.50	751 – 1000+	£4.46	£3.65	£3.07

No up-front costs. All prices are based on per product, per month dependent on contract term and volume.



App features include:

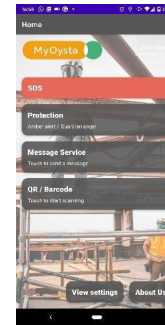
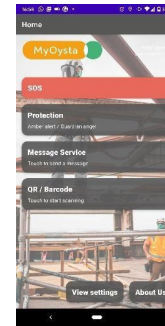
- Simple and Easy to use interface
- Easy to configure and quick to deploy
- Utilises existing hardware, reducing costs – Android only, iOS available very soon
- RED Alert
- Incapacitation Alert
- SOS button with two-way communication
- Emergency protocol (Auto-Answer)
- Regular welfare checks and Amber-timer
- GPS and Safety Zones
- Set status or availability, “check-in”, “check-out” etc
- Optional – Pairable Bluetooth Panic Button

Access Personal Safety & Lone Working Solutions – Handset and App

Handset and App – Protect - Self Monitored	12 months	24 months	36 months
01 – 500+	£14	£12	£10

Handset and App – Protect with 24/7 Monitoring	12 months	24 months	36 months
01 – 500+	£16	£14	£12

No up-front costs. All prices are based on per product, per month dependent on contract term and volume. Delivery charges apply.



App features include:

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- SOS button with two-way communication
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- Set status or availability, “check-in”, “check-out” etc
- Optional – Pairable Bluetooth Panic Button

Handset additional features

- One touch SOS side key
- Fall sensor “man down” alerts
- IP67 rated and NFC
- Two-way walkie-talkie
- iBeacons compatible for proof of presence
- Mapping overlay

Access Personal Safety & Lone Working Solutions – ID Badge

ID – Protect - Self Monitored	12 months	24 months	36 months	ID – Protect with 24/7 Monitoring	12 months	24 months	36 months
01 - 50	£6.89	£5.90	£5.78	01 - 50	£9.39	£7.98	£7.53
51 - 100	£6.69	£5.70	£5.58	51 - 100	£9.14	£7.73	£7.28
101 - 300	£6.49	£5.50	£5.38	101 - 300	£8.89	£7.48	£7.03
301 - 500	£6.29	£5.30	£5.18	301 - 500	£8.64	£7.23	£6.78
501 - 750	£6.09	£5.10	£4.98	501 - 750	£8.39	£6.98	£6.53
751 - 1000+	£5.89	£4.90	£4.78	751 - 1000+	£8.14	£6.73	£6.28

No up-front costs. All prices are based on per product, per month dependent on contract term and volume. Delivery charges apply.



Key features include:

- Geolocation Technology
- Lightweight and can be carried via lanyard or clip discreetly with company ID badge
- Dependable battery life (charger included)
- Roaming SIM
- One-touch SOS button
- Two-way communication
- Fall sensor, “man down” alerts
- Emergency protocol (auto-answer)
- iBeacons compatible for proof of presence
- Pre-programmable numbers, buttons, and notifications
- GPS and safety zones

Access Personal Safety & Lone Working Solutions – FREEDOM Pendant

PENDANT – Protect – Self Monitored	12 months	24 months	36 months	PENDANT – Protect with 24/7 Monitoring	12 months	24 months	36 months
01 - 50	£7.90	£6.70	£6.18	01 - 50	£10.40	£8.78	£8.26
51 - 100	£7.65	£6.45	£5.93	51 - 100	£10.10	£8.48	£7.96
101 - 300	£7.40	£6.20	£5.68	101 - 300	£9.80	£8.18	£7.66
301 - 500	£7.15	£5.95	£5.43	301 - 500	£9.50	£7.88	£7.36
501 - 750	£6.90	£5.70	£5.18	501 - 750	£9.20	£7.58	£7.06
751 – 1000+	£6.65	£5.45	£4.93	751 – 1000+	£8.90	£7.28	£6.76

No up-front costs. All prices are based on per product, per month dependent on contract term and volume. Delivery charges apply.



Key features include:

- Lightweight, discreet and simple to use
- Compact with aesthetic appeal
- 4G LTE Connectivity
- Geolocation technology
- Dependable battery life
- One touch SOS button
- RED Alert
- Fall sensor "Man-Down" alerts
- Two-way voice calls
- Emergency protocol (Auto-Answer)
- Audio Reminders
- Check point Bluetooth beacons
- Amber Alerts
- GPS and Safety Zones
- Roaming SIM
- Compliance Monitoring
- Status Alerts
- Bluetooth capabilities - can be paired with a button
- Waterproof (IP67)

Access Personal Safety & Lone Working Solutions – WATCH

WATCH – Protect – Self Monitored	12 months	24 months	36 months	WATCH – Protect with 24/7 monitoring	12 months	24 months	36 months
01 - 50	£7.90	£6.70	£6.18	01 - 50	£10.40	£8.78	£8.26
51 - 100	£7.65	£6.45	£5.93	51 - 100	£10.10	£8.48	£7.96
101 - 300	£7.40	£6.20	£5.68	101 - 300	£9.80	£8.18	£7.66
301 - 500	£7.15	£5.95	£5.43	301 - 500	£9.50	£7.88	£7.36
501 - 750	£6.90	£5.70	£5.18	501 - 750	£9.20	£7.58	£7.06
751 – 1000+	£6.65	£5.45	£4.93	751 – 1000+	£8.90	£7.28	£6.76

No up-front costs. All prices are based on per product, per month dependent on contract term and volume. Delivery charges apply.



Key features include:

- Simple to use and intuitive
- Lightweight and extremely discreet
- Easy to configure, quick to deploy
- Compact with aesthetic appeal
- Dependable battery life
- One-touch SOS button
- Fall sensor "Man-Down"
- alerts
- Two-way communication
- Emergency protocol (Auto- Answer)
- GPS and Safety Zones
- Full roaming SIM
- Wi-fi indoor positioning

Access Personal Safety & Lone Working Solutions – Panic Alert (NB IoT)

Panic Alert – Protect – Self Monitored	12 months	24 months	36 months	Panic Alert – Protect with 24/7 monitoring	12 months	24 months	36 months
01 - 50	£6.92	£4.63	£3.69	01 - 50	£9.49	£7.05	£5.91
51 - 100	£6.62	£4.33	£3.39	51 - 100	£9.19	£6.75	£5.61
101 - 300	£6.32	£4.03	£3.09	101 - 300	£8.89	£6.45	£5.31
301 - 500	£5.92	£3.63	£2.69	301 - 500	£8.49	£6.05	£4.91
501 - 750	£5.52	£3.23	£2.29	501 - 750	£8.09	£5.65	£4.51
751 – 1000+	£5.02	£2.73	£1.79	751 – 1000+	£7.59	£5.15	£4.01

No up-front costs. All prices are based on per product, per month dependent on contract term and volume. Delivery charges apply.



Key features include:

- Simple to use and intuitive
- Lightweight and extremely discreet
- Easy to configure, quick to deploy
- Compact with aesthetic appeal
- Dependable battery life
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- alerts
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- Emergency protocol (Auto- Answer)
- GPS and Safety Zones
- Full roaming SIM
- Wi-fi indoor positioning

Access Personal Safety & Lone Working Solutions – Feature Comparison

	RED	Watch	ID	Handset	App
One touch SOS button	✓	✓	✓	✓	In App.
Speed Dial Buttons	1		2		✓
Roaming Network Support	✓	✓	✓	✓	✓
Two-way Voice	✓	✓	✓	✓	Device dep.
One-way Voice – Discreet Connection	✓			✓	✓
Emergency Protocol Override				✓	✓
Man down sensor	✓	✓	✓	✓	
Amber Alert timers	✓		✓	✓	✓
Welfare checks				✓	✓
Proximity Alerts	✓		✓		
NFC/Beacon Sensors for Indoor Locations	✓		✓	✓	Device Dep.
GPS Location	✓	✓	✓	✓	✓
Wi-Fi Location	✓	✓		✓	✓
Safe Zones	✓	✓	✓	✓	✓
BS8484 conformant	✓	✓	✓	✓	✓
Battery Life	3-4 days	24 hours	12 hours	48+ hours	Device Dep.
Programmable reminders/notifications	✓			✓	✓
IP67 rated (water & dust proof)	✓			✓	Device Dep.
Charging Cradle	✓		Option		Device Dep.
Status alerts and battery alerts	✓	✓	✓	✓	✓
Discreet Appearance	✓	✓	✓		

Access Personal Safety & Lone Working – Buttons and Beacons

Bluetooth Locator Beacons – Compatible with Personal Safety devices

£10 one off cost



SOS Button – Compatible with Personal Safety Devices

£40 one off cost



FREEDOM – Charging on the go

£4.50 one off cost



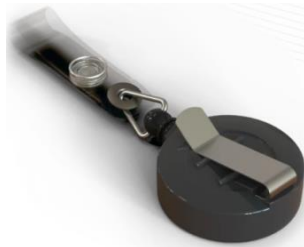
FREEDOM – Belt Buckle

£9 one off cost



ID Badge – Belt Clip

£4 one off cost



Customer Success

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

Pricing is inclusive of

- All hardware/software
- Unlimited Intellicare Platform licences
- Remote implementation/project management
- Online training
- Support
- Account & contract management

Notes on Pricing / additional services

- Subscription fees invoiced monthly in advance
- All pricing excludes VAT and shipping
- Contract-length warranty included for all devices. Replacement device fees apply for lost/stolen devices.

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.

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](#)