GCloud14

Access PAMMS

Pricing Document

1   Access PAMMS

Access offers a unique combination of industry heritage and innovation. Our original care management software was launched over 20 years ago and is now in use with over 200 Local Authorities and NHS Trusts.

We understand the difference data can make when improving quality and lowering costs throughout the care cycle. We've never stopped looking for the next solution to solve the challenges being faced by those working in social care and we've been quick to adapt our solutions to meet the requirements of the pandemic and new ways of working.

In partnership with academia and representatives from the sector, we've developed a range of dynamic technologies for flexible data collection, better commissioning and market management. Through our PAMMS portfolio of solutions, we're well positioned to support your digital transformation by improving processes, reducing costs and increasing quality.

The PAMMS suite of solutions are proven to increase market intelligence / understanding, care quality and service sustainability in today's fragile market. Over 55 Councils and NHS Trusts already rely on PAMMS for evidence to help improve care services:

- PAMMS was developed with Directors of Social Services to deliver dynamic data collection, analysis and reporting to increase care quality and mitigate risks of Provider failure (Adult Social Care, Children's Services & Continuing Healthcare).

- PAMMS helps commissioners meet their duty of care, achieving a quality-assured, sustainable, diverse care and support market.

- PAMMS has the power to deliver market insight, automates Provider returns, transforms the Provider assessment process and facilitates micro-commissioning. It also gives you a secure central repository for vital Provider and contract information, making it easy to access.

Ultimately, PAMMS empowers you with data to ensure care services are safe, effective and high quality to meet the needs of local citizens.

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access PAMMS.

PAMMS provides a cloud based eco-system of flexible tools, as outlined in the Service Definition. When these are implemented, they can be combined with many different national and local datasets to provide a unique insight into your care market and to provide unrivalled market oversight, risk management, and new innovative new ways to manage care quality.

Consequently, it is not possible to provide a simple set of costs that are applicable to all sizes of Local Authorities / NHS Trusts / Care Services. The table below therefore shows the typical price of the PAMMS ecosystem at a total and sub-module level for two different types of Council customer:

Solution	Unitary / Metropolitan or London Borough Council	County Council
PAMMS TOTAL Monthly Cost	£5,755	£7,780 Limited time discount: £1,625 monthly cost (valid until 28/11/25)
Module Breakdown costs:		
Quality Assurance	£375	£1,500
Provider Returns	£600	£800
Landscape	£2,750	£3,450
Hosting, Maintenance & Implementation	£2,030	£2,030

Customer Success

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

Notes on Pricing / additional services
- Annual fee invoiced annually in advance.
- Implementation absorbed within annual fee so no one-off up-front costs.
- Modules are pick and mix so total cost will vary.
- Excludes VAT.

Assumptions & Conditions
- Licenced on a named user licence 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 PAMMS can be found here Access PAMMS FlightPath.

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.