



GCloud14
Access Core+
Integrated Youth
Support System
Pricing Document

1 Access Core+

Core+ is the Access Group's fully web-based, single database solution for Integrated Youth Support. Each one of our Core+ solutions is part of the single Core+ database; we don't plug in, we don't bolt on, we simply switch on the module(s) that you need.

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Core+. Core+ 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.

Core Module	0-10	11 to 75	76+
Youth Justice	£2,000	£800	£400
CCIS	£1,800	£720	£360
Youth Activity	£1,000	£400	£200
WEX & Portal	£800	£320	£160

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 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.

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 250 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 45x Annual User Licences for CCIS for the first year is calculated as follows:

10x CCIS Annual User Licences @ £1,800 = £18,000
35x CCIS Annual User Licences @ £720 = £25,200
Total Annual Price = £43,200

2 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.

3 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 UK 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](#).