

GCloud14

Access TEC Assure

Pricing Document

1 Access TEC Assure

Access TEC Assure is an award-winning, next generation Digital Telecare solution, setting the standard in a digital telecare eco-system that combines best of breed technologies with advanced statistical techniques and machine learning to connect people, data and services in order to:

- Deliver the next generation in a full-service digital Social Alarm solution that uniquely combines traditional reactive Social Alarm functionality together with proactive monitoring of the activities of daily living.
- Enable market-leading interoperability with an ever-increasing array of telecare and telehealth sensors, devices and manufacturers for maximum function and cost-benefit.
- Prolong the independence of vulnerable and older individuals at home;
- Provide positive real-time reassurance via a dedicated Access TEC Assure mobile application to families, friends, communities and the wider circle of a person's care support network through the use of Smart, Configurable Alerts;
- Provide actionable insight using proprietary Artificial Intelligence and Machine Learning algorithms via the Access TEC Assure Dashboard for Community Assessors & Practitioners, Social Care Professionals & Providers, Community & Mental Health Partners and Commissioners within Local Authorities, Trusts and Care Providers to support better, more informed proactive triage and care decisions at the speed of life to improve person outcomes.
- Enable the shift from a reactive, crisis-driven, detect and treat care & support model to one that is home-centred, proactive, preventative, predictive, outcomes focussed, service-user centric and focussed on enabling smarter demand management within health and social care service delivery.
- Deliver digital insight direct from in-home telecare systems, such as the Access TEC Assure home hub, supports the reduction and prevention of hospital admissions as well as helping support sustainable care delivery in the lowest cost setting i.e. the home. It further allows care providers to reach more residents than budgets will have previously allowed.

Access TEC Assure differentiates itself in the TEC market by its unapologetic focus on supporting improved social care outcomes rather than on developing and providing devices or on data capture for the sake of it, not least because it recognises that value creation within the TEC marketplace will derive from the generation of proactive care insights that allow professional caregiver's and care receiver's alike make better care intervention decisions that improve personal outcomes. In this, Access TEC Assure can be a key transformation enabler when it comes to supporting its customer realise their proactive, prevention visions.

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access TEC Assure.

The Access TEC Assure solution comprises any combination of Hardware and Software and can be purchased on either of two pricing basis, namely;

1. Outright purchased of Hardware together with the addition of an annual or multi-year Software service subscription from the Assure Pricing Catalogue **or**
2. As a combined Hardware with Software solution package purchased on a multi-year **Solution-As-A-Service** basis calculated based on the number of home installations.

1. Hardware Purchase with Software Service Subscription Pricing:

Product Code	Product Name	Product Description	List Price (Excl: VAT)
Software Subscriptions			
ACPRD12	ACCESS TEC ASSURE - 1YR PREDICT SERVICE SUBSCRIPTION	1 YR - COMBINED ALARM & ACTIVITIES OF DAILY LIVING (ADL) SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£270.00
ACPRD36	ACCESS TEC ASSURE - 3YR PREDICT SERVICE SUBSCRIPTION	3 YR - COMBINED ALARM & ACTIVITIES OF DAILY LIVING (ADL) SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£600.00
ACPRD60	ACCESS TEC ASSURE - 5YR PREDICT SERVICE SUBSCRIPTION	5 YR - COMBINED ALARM & ACTIVITIES OF DAILY LIVING (ADL) SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£1090.00
ACPRT12	ACCESS TEC ASSURE - 1YR PROTECT SERVICE SUBSCRIPTION	1 YR - ALARM ONLY SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£90.00
ACPRT36	ACCESS TEC ASSURE - 3YR PROTECT SERVICE SUBSCRIPTION	3 YR - ALARM ONLY SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£210.00
ACPRT60	ACCESS TEC ASSURE - 5YR PROTECT SERVICE SUBSCRIPTION	5 YR - ALARM ONLY SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£320.00
ACPRV12	ACCESS TEC ASSURE - 1YR PREVENT SERVICE SUBSCRIPTION	1 YR - ACTIVITIES OF DAILY LIVING (ADL) ONLY SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£240.00
ACPRV36	ACCESS TEC ASSURE - 3YR PREVENT SERVICE SUBSCRIPTION	3 YR - ACTIVITIES OF DAILY LIVING (ADL) ONLY SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£540.00
ACPRV60	ACCESS TEC ASSURE - 5YR PREVENT SERVICE SUBSCRIPTION	5 YR - ACTIVITIES OF DAILY LIVING (ADL) ONLY SUBSCRIPTION SERVICE, PRICE DISPLAYED IS PRICE PER USER	£830.00
Hardware			
ALPP001	ACCESS TEC ASSURE - HOME HUB & PERIPHERAL SENSOR PACKAGE* (PROFESSIONAL)	ACCESS HOME HUB, 1X VIBBY PANIC BUTTON, 2X DOOR SENSOR, 5X MOTION SENSOR, 2X SMART PLUG. *EXCLUDES ACCESS TEC ASSURE SUBSCRIPTION.	£579.00

AM00AC	ACCESS TEC ASSURE - REPLACEMENT AC POWER ADAPTOR FOR ACCESS HOME HUB	REPLACEMENT AC POWER ADAPTOR FOR ACCESS HOME HUB.	£35.00
AMH001	ACCESS TEC ASSURE - HOME HUB*	SUPPLIED WITH AC POWER ADAPTOR AM00AC. *EXCLUDES ACCESS TEC ASSURE SUBSCRIPTION	£225.00
Hardware Peripherals			
AMOB001	ACCESS TEC ASSURE - MOBILE PROGRAMMING TOOL	MOBILE INSTALLATION PAD FOR CONFIGURING ACCESS HOME HUB SET-UPS. (DEVICE ONLY - REQUIRES ACCESS TEC ASSURE DATA SIM SUBSCRIPTION)	£200.00
AMOBC001	ACCESS TEC ASSURE - MOBILE PROGRAMMING TOOL 4G DATA SERVICE SUBSCRIPTION	1 YEAR 4G DATA SIM SUBSCRIPTION SERVICE FEE FOR MOBILE INSTALLATION TOOL (HARDWARE DEVICE SOLD SEPERATELY).	£100.00
CKF001	ACCESS TEC ASSURE - RFID PROXIMITY CARER KEY FOBS (1PC)	1X WATER RESISTANT RFID TAG	£3.00
CKF002	ACCESS TEC ASSURE - RFID PROXIMITY CARER KEY FOBS (10PCS)	10X WATER RESISTANT RFID TAGS	£9.00
CKF003	ACCESS TEC ASSURE - RFID PROXIMITY CARER KEY FOBS (100PCS)	100X WATER RESISTANT RFID TAGS	£39.00
CUKFD001	ACCESS TEC ASSURE - 869 CERTIFIED FLOOD DETECTOR	869 CERTIFIED - COMPACT, SLEEK, DISCREET FLOOD/LEAK DETECTION SENSOR WITH INBUILT 85 dB SIREN. WILL ENSURE THE ALARM IS RAISED.	£55.00
CUKSD001	ACCESS TEC ASSURE - 869 CERTIFIED SMOKE DETECTOR	869 CERTIFIED: FIREHAWK SMOKE DETECTOR WITH INBUILT 85 dB SIREN - WILL ENSURE THE ALARM IS RAISED.	£60.00
ES464000	ACCESS TEC ASSURE - EMFIT MM TONIC CLONIC SEIZURE MONITOR	EMFIT MM, TONIC CLONIC SEIZURE MONITOR WITH WHITE PCV COVERED BED SENSOR. SIZE 40 x 58 CM. (CLASS 1 MEDICAL DEVICE)	£299.00
SAVFD001	ACCESS TEC ASSURE - VIBBY FALL DETECTOR/PANIC BUTTON COMBINED	IP67 (DUST AND WATER RESISTANCE), IK4 & IEC 62599-1 2010 CLASS2 (SHOCK AND IMPACT RESISTANCE) AND SOCIAL ALARM EN50134-2 CERTIFIED.	£65.00
SAVPB001	ACCESS TEC ASSURE - VIBBY PANIC BUTTON	IP67 (DUST AND WATER RESISTANCE), IK4 & IEC 62599-1 2010 CLASS2 (SHOCK AND IMPACT RESISTANCE) AND SOCIAL ALARM EN50134-2 CERTIFIED.	£33.00
ZDS001	ACCESS TEC ASSURE - ZIGBEE DOOR/WINDOW SENSOR	ZIGBEE CERTIFIED: MAGNETIC OPEN/CLOSE SENSOR, TAMPER PROTECTION, TEMPERATURE SENSOR, LONG DISTANCE (NEODYM MAGNET).	£29.00
ZFD001	ACCESS TEC ASSURE - ZIGBEE CERTIFIED FLOOD DETECTOR	ZIGBEE CERTIFIED: FLOOD/LEAK DETECTION SENSOR WITH INBUILT 85 dB SIREN FOR AREAS WITH HIGH RISK OF FLOODING.	£42.00
ZMS001	ACCESS TEC ASSURE - ZIGBEE MOTION SENSOR	ZIGBEE CERTIFIED: ACTIVITY DETECTION, TAMPER PROTECTION, LIGHT AND TEMPERATURE SENSOR; STAND, WALL, CORNER OR CEILING MOUNT.	£33.00
ZSD001	ACCESS TEC ASSURE - ZIGBEE CERTIFIED SMOKE DETECTOR	ZIGBEE CERTIFIED: SMOKE DETECTION SENSOR - ALERTS A RESIDENT WITH A LOUD SIREN IN CASE OF SMOKE FORMATION. REPORTS THE STATUS AND TEMPERATURE VIA THE ACCESS HOME HUB.	£40.00

ZSP001	ACCESS TEC ASSURE - SMART PLUG MINI (TYPE G BRITISH)	ZIGBEE CERTIFIED: CONFORMING TO CE, RED, LOW VOLTAGE AND ROHS DIRECTIVES.	£49.00
ZVS001	ACCESS TEC ASSURE - VIBRATION SENSOR	ZIGBEE CERTIFIED: VIBRATION/MOVEMENT DETECTION, 15 PRE-DEFINED SENSITIVITY LEVELS, TEMPERATURE DETECTION.	£60.00

2. Combined Hardware with Software Solution package pricing options purchased on a multi-year **Solution-As-A-Service** basis - based on MOQ of 10 home installations.

ACCESS TEC ASSURE SOLUTION-AS-A-SERVICE - 1 YEAR SAAS OPTION*

PROTECT			PREVENT			PREDICT		
SOCIAL ALARM ONLY SERVICE****			ADL ONLY SERVICE****			COMBINED ALARM & ADL SERVICE****		
Term/Years**	1		Term/Years**	1		Term/Years**	1	
Min Order			Min Order	1		Min Order		
Quantity - Homes	10		Quantity - Homes	0		Quantity - Homes	10	
Alarm Sensor Packs	10	Per Customer Package Assumption	Alarm Sensor Packs	0	Per Customer Package Assumption	Alarm Sensor Packs	10	Per Customer Package Assumption
ADL Sensor Packs	0	Per Customer Package Assumption	ADL Sensor Packs	0	Per Customer Package Assumption	ADL Sensor Packs	10	Per Customer Package Assumption
Family App	10	(Alarm Only)	Family App	0	(ADL Only)	Family App	10	(ALARM & ADL)
Customer Success Plan	1	Essentials	Customer Success Plan	1	Essentials	Customer Success Plan	1	Essentials
Access - Protect (Alarm Only) Subscription	10	Term	Access - Prevent (ADL Only) Subscription	0	Term	Access - Predict (ALARM & ADL) Subscription	10	Term
TOTAL CONTRACT PRICE***	£3,615.00		TOTAL CONTRACT PRICE***	£6,450.00		TOTAL CONTRACT PRICE***	£6,720.00	
SAAS MONTHLY COST/HOME	£30.13		SAAS MONTHLY COST/HOME	£53.75		SAAS MONTHLY COST/HOME	£56.00	
ANNUAL PRICE	£3,615.00		ANNUAL PRICE	£6,450.00		ANNUAL PRICE	£6,720.00	

ACCESS TEC ASSURE SOLUTION-AS-A-SERVICE - 3 YEAR SAAS OPTION*

PROTECT			PREVENT			PREDICT		
SOCIAL ALARM ONLY SERVICE****			ADL ONLY SERVICE****			COMBINED ALARM & ADL SERVICE****		
Term/Years**	3		Term/Years**	3		Term/Years**	3	
Min Order			Min Order	1		Min Order		
Quantity - Homes	10		Quantity - Homes	0		Quantity - Homes	10	
Alarm Sensor Packs	10	Per Customer	Alarm Sensor Packs	0	Per Customer Package Assumption	Alarm Sensor Packs	10	Per Customer

				Package Assumption					Package Assumption
ADL Sensor Packs	0	Per Customer Package Assumption	ADL Sensor Packs	1	Per Customer Package Assumption	ADL Sensor Packs	10	Per Customer Package Assumption (ALARM & ADL)	
Family App	10	(Alarm Only)	Family App	0	(ADL Only)	Family App	10	(ALARM & ADL)	
Customer Success Plan	1	Essentials	Customer Success Plan	1	Essentials	Customer Success Plan	1	Essentials	
Access - Protect (Alarm Only) Subscription	10	Term	Access - Prevent (ADL Only) Subscription	1	Term	Access - Predict (ALARM & ADL) Subscription	10	Term	
TOTAL CONTRACT PRICE***	£5,194.00		TOTAL CONTRACT PRICE***	£10,264.50		TOTAL CONTRACT PRICE***	£12,741.00		
SAAS MONTHLY COST/HOME	£14.43		SAAS MONTHLY COST/HOME	£28.51		SAAS MONTHLY COST/HOME	£35.39		
ANNUAL PRICE	£1,731.33		ANNUAL PRICE	£3,421.50		ANNUAL PRICE	£4,247.00		

ACCESS TEC ASSURE SOLUTION-AS-A-SERVICE - 5 YEAR SAAS OPTION*

PROTECT			PREVENT			PREDICT		
SOCIAL ALARM ONLY SERVICE****			ADL ONLY SERVICE****			COMBINED ALARM & ADL SERVICE****		
Term/Years**	5		Term/Years**	5		Term/Years**	5	
Min Order Quantity - Homes	10		Min Order Quantity - Homes	1		Min Order Quantity - Homes	10	
Alarm Sensor Packs	10	Per Customer Package Assumption	Alarm Sensor Packs	1	Per Customer Package Assumption	Alarm Sensor Packs	10	Per Customer Package Assumption
ADL Sensor Packs	0	Per Customer Package Assumption	ADL Sensor Packs	1	Per Customer Package Assumption	ADL Sensor Packs	10	Per Customer Package Assumption
Family App	10	(Alarm Only)	Family App	1	(ADL Only)	Family App	10	(ALARM & ADL)
Customer Success Plan	1	Essentials	Customer Success Plan	1	Essentials	Customer Success Plan	1	Essentials
Access - Protect (Alarm Only) Subscription	10	Term	Access - Prevent (ADL Only) Subscription	1	Term	Access - Predict (ALARM & ADL) Subscription	10	Term
TOTAL CONTRACT PRICE***	£6,517.00		TOTAL CONTRACT PRICE***	£13,751.50		TOTAL CONTRACT PRICE***	£15,557.00	
SAAS MONTHLY COST/HOME	£10.86		SAAS MONTHLY COST/HOME	£22.92		SAAS MONTHLY COST/HOME	£25.93	
ANNUAL PRICE	£1,303.40		ANNUAL PRICE	£2,750.30		ANNUAL PRICE	£3,111.40	

SAAS PRICING NOTES

*Access TEC Assure SAAS Services Are Supplied Subject to Access UK Standard Terms and Conditions

*Title to Access TEC Assure Equipment supplied under an Access SAAS Agreement remains with Access UK Ltd.

*Where Access TEC Assure adds to its Connec+ feature specification: future Connec+ features may, at Access' discretion, if adopted by JAL, incur an increase to Annual/Monthly SAAS Subscription fee per user at Service renewal and/or on Annual subscription anniversary, whichever is sooner.

*Access TEC Assure SAAS Subscriptions include an Access 4G Data-Only Sim Connection and Service for the Term of the Subscription.

*Access TEC Assure SAAS Subscriptions exclude provision of a 3rd party ARC service and associated charges.

**Minimum Contractual Term: Fixed, Non-Cancellable.

***SAAS Price quoted excludes VAT (where applicable) & Carriage

******BASE SENSOR PACKAGE SUPPLY ASSUMPTIONS (INBUILT IN SAAS-ONLY MODEL)**

Product Code	Access TEC Assure Product/Service Description	Access TEC Assure Protect - Alarm Only	Access TEC Assure Prevent - ADL Only	Access TEC Assure Predict - Alarm & ADL
		Quantity	Quantity	Quantity
AMH002	MEMO Home Hub	1	1	1
C300209	Pendant	1	0	1
ZDS002	Door/Window Sensor	1	1	1
ZMS002	Motion Sensor	1	2	2
ZSP002	Smart Plug	1	1	1

Customer Success Plans

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

Digital Workforce Tools

Assure Evo	
Upgrade your Assure solution to our Evo platform and TEC Assessment Tool	15% of the annual subscription fee

Notes on Pricing / Additional services

- Access TEC Assure Subscription Fees invoiced annually in advance
- All Pricing Excludes VAT & Shipping.

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... 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.

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 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](#)