G-Cloud15 Access Care Planning Pricing Document

access
freedom to

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.

Smart Notes is a native module within Access Care Planning, not a standalone product. It extends the core care planning system by enabling voice-led capture of notes and assessments that feed directly into existing care plans, reviews and outcomes. All data recorded in Smart Notes is stored, governed and reported on within Access Care Planning, ensuring a single source of truth, consistent workflows and no duplication of records.

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+
Care Planning; Care Planning Forms, Mobile and Family and Funder	£13.07	£12.42	£11.85	£11.56
Test/Train Environment	N/A	N/A	N/A	10%

Smart Notes

Tier	Hours per Year	Discount	Cost per Annum	Hourly Cost
1	<6,000	0%		£5.00
2	6,000	40%	£18,000	£3.00
3	12,000	50%	£30,000	£2.50
4	25,000	55%	£56,250	£2.25
5	50,000	60%	£100,000	£2.00
6	100,000	70%	£150,000	£1.50

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Evo Everywhere

Evo Everywhere is the AI platform provided with all Access solutions, delivering enterprise-grade AI capability within the customer's own security perimeter. Included within the platform base fee, all users have access to Evo Navigator and Evo Workflows. Power user licences additionally unlock Evo Researcher (knowledge synthesis and information retrieval), Workflows AI and the ability to Run Agents.

Tier	Platform Base Fee	Power User Licence
Evo Everywhere	20% of annual cost	£50 per user per month

Customer Success

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

Notes on Pricing / 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 (£12.33) x 12 + 15% Standard Success = £1,701.54

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

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

*Mandatory fee

3 Implementation Methodology

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

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.

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.

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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.

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

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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

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