

G-Cloud15

Access CM

Pricing Document

1 Access Care Monitoring

Access is a leading supplier of care management solutions to the public, private and charity sectors in the UK. Working with over 200 of UK Local Authorities responsible for social care, 40+ NHS Trusts, and over 10,000 Care Providers, we deliver solutions for commissioners and care Providers.

The CM platform is the award-winning, supplier-hosted software application at the heart of all of our services to Local Authorities and Community Health. The system is accessible via any Internet-enabled PC, laptop, tablet or mobile device in real-time 24 hours a day, 7 days a week.

For ease of use, our cloud SaaS platform may be summarised as two main solutions:

Workforce management for internal/in-house teams and care Providers – this may include electronic care monitoring, scheduling and rostering, payroll exports, business intelligence, digital care management functionality, an optimisation engine and mileage wizard.

Commissioning of care (external providers) – this may include electronic care monitoring, digital care management functionality, integration with case management and finance systems, financial arbitration automation, and business intelligence.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access CM. Costs are dependent on the specific modules chosen from our two solutions outlined above.

Access CM In-house Solution

Pricing is per named user per year.

User	Tier 1 20	Tier 2 21 - 100	Tier 3 101 - 300	Tier 4 301 - 600	Tier 5 600+
In-house user	£600	£220	£180	£160	£150

Costs are inclusive of:

- Scheduling and monitoring
- CM Mobile
- Mileage & Mapping
- Hosting
- CMBI (includes 1 named Writer licences 2 named Reader licences)

Access CM Externals Solution

Our external provider solution is per service user per year.

Module	Tier 1 500	Tier 2 501 - 1000	Tier 3 1001 - 2000	Tier 4 2001+
CM Externals	£130	£105	£95	£82

Costs are inclusive of:

- CM Mobile
- Hosting
- CMBI (includes 1 named Writer licences 2 named Reader licences)

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

Optional Add-Ons

In addition to our core modules above, Access provides a range of add-ons that can be used in conjunction with the above solutions. The add-ons are priced per module per year based on user tiers of core solution .

Solution	Tier 1	Tier 2	Tier 3	Tier 4
eMAR	£2,400	£4,800	£7,200	£21,600
eForms	£1,040	£2,080	£3,120	£9,360
Client Portal	£1,040	£2,080	£3,120	£9,360
Document Management	£1,040	£2,080	£3,120	£9,360
Smart Roster	£1,280	£2,560	£3,840	£11,520

Finance Manager*	£7,200	£21,600	£43,200	£86,400
Access Data Platform	£12,000	£18,000	£36,000	£72,000
Access Messenger	£24 per user per year	£24 per user per year	£24 per user per year	£24 per user per year

*For external solutions only.

Access NotesCentre

Band	Hours	Annual Fee
1	up to 2000	£5,625.00
2	up to 5000	£10,500.00
3	up to 10000	£19,500.00
4	up to 20000	£33,000.00
5	up to 50000	£64,500.00
6	up to 100000	£99,900.00
7	up to 150000	£130,500.00
8	up to 200000	£157,200.00
9	up to 300000	£197,100.00

Customer Success Plans

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
- Excludes VAT at prevailing rate
- 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.
- Minimum licence requirements: 10 users per year.

Assumptions & Conditions

- No pricing has been provided for third-party licences that the Customer would need to contract directly with.
- Pricing is based on:

- Up to 500GB of data storage
- Up to 3 environments
- Additional storage and environments can be provided upon request

Example

An in-house organisation has a requirement for 15 users = 10 x £3,738 + 5 x £747.60

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.

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.

Full details of our Flightpath implementations for Access Care Monitoring can be found [here](#).

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](#).