access
freedom to do more

G-Cloud15

Access Synergy Education Management System Pricing Document

1 Access Synergy

Synergy software helps local authorities to support families more effectively by spanning the full education and child services spectrum. It is used in more than 90 authorities across the UK as a proven, flexible, modular system encompassing School Admissions, SEND, Pupil Support, Family Information Service, Early Years Funding, and Children's Centres and more. It also offers generic case management functionality for wider uses.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Synergy. Synergy includes a range of modules which can be purchased individually, or included as part of a suite in many different combinations. Pricing is per user per year.

Synergy Core Module	Tier 1 100 - 150	Tier 2 151 – 250	Tier 3 250+
Admissions	£520	£416	£291
SEN	£520	£416	£291
Transport	£520	£416	£291
Early Years	£255	£204	£143
Governors	£95	£76	£53
Free School Meals	£105	£84	£59
Family Information Services (FIS)	£255	£204	£143
Family Hubs	£255	£204	£143
Education Support Services	£520	£416	£291
Synergy Local Government Finance Integration	£95	£76	£53

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

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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 modules. Pricing is aligned to your core module tier.

Add-On	Tier 1	Tier 2	Tier 3	Tier 4
Access Connect	£3,500	£4,200	£5,040	£6,048
Access Data Platform	£12,000	£18,000	£36,000	£12,000
Synergy API	£3,500	£4,200	£5,040	£6,048
Systalk	£10,000	£12,000	£14,400	£17,280
School Data Imports	API: £7,000 + £48 per school per year	API: £8,400 + £57 per school per year	API: £10,080 + £69 per school per year	API: £12,096 + £83 per school per year
Automated Imports	£5,500	£6,600	£7,290	£9,504
Family Centre Portals	£5,500	£6,600	£7,290	£9,504
Professional Contributions	£15,000	£18,000	£21,600	£25,920
Adam Integration	£15,000	£18,000	£21,600	£25,920
Synergy Local Government Finance – Transport Integration	£5,000	£6,000	£7,200	£8,640
Synergy Local Government Finance – SEN Integration	£5,000	£6,000	£7,200	£8,640
Access Messenger	£24 per year per year	£24 per year per year	£24 per year per year	£24 per year per year

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

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Customer Success Plans

Customer Success Plan	Annual Cost
Standard Plan	£5,500
Premier Plan	£16,500
Premier+ Plan	£35,000

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Excludes VAT
- Pricing does not include portals, 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: 100 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:
    - 4 environments – additional environments are £5,000 per environment per year.
    - Maximum capacity of 1000 concurrent users on size of environment
    - Up to 500GB of data storage – additional storage is £10,000 per 500GB per year.

Example

Organisation has a requirement for 300 x Admissions. The first year is calculated as follows:
250 x Annual User Licences @ £520 = £130,000
50 x Annual User Licences @ £416 = £20,800
Total Annual Price = £150,800.

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3 Implementation Methodology

Access Implementation Methodology (AIM)

Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Phase 1, Pre-project planning

Step 1: Needs analysis

After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

Step 2: Solutions demonstration

We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and take account of all your feedback and will provide a quotation outlining the anticipated cost of your project.

Step 3: Sales handover

Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

Phase 2, Configure & Install

Step 4: Definition

The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

Step 5: Solutions workshops

This step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

Step 6: Confirmation of requirements

Following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

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Phase 3, Training

Step 7: Configuration

The components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We configure and tune all the variables within the system to match your specific requirements.

Step 8: User Acceptance Test (UAT)

The UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step you will be ready to go live.

Step 9: Education

With a fully designed, installed and tested system now in place, we will train your staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. We can train all of your staff or, if preferred, we will train your in-house.

Phase 4, Support

Step 10: Go Live

The test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be on-site to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

Step 11: Support handover

We prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

Step 12: Post project review

Your experience is extremely important to us. Shortly after you go live we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

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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 3 main support plans as detailed below.

The Standard Plan

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

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your Customer Success Manager will get to understand how you're using the technology and will advise you on how to get more from it.

The Premier+ Plan

Our Premier+ Plan provides the highest level of dedicated support to maximise your technology investment. Building on the Premier Plan benefits, you receive more frequent consultations with your designated Customer Success Manager and also benefit from a Lead Technical Support Engineer who prioritises your complex and business-critical issues, ensuring rapid resolution when it matters most.

Full details of our Customer Success Plans can be found here Access Customer Success Plans.

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