

G-Cloud15

Access Expense

Pricing Document

1 Access Expense

Access Expense uses artificial intelligence to transform expense management, automating the entire claim lifecycle from receipt capture to reimbursement. Our AI-driven OCR technology automatically captures receipt details, intelligently categorises spend, matches receipts to claims, and detects anomalies, saving your finance team valuable time whilst reducing processing costs and errors.

The intuitive interface supports natural language querying, enabling employees to quickly retrieve information and navigate the system with minimal training. Available across all devices - PC, smartphones and tablets. Access Expense's design ensures easy adoption and instant access from anywhere.

Comprehensive expense management capabilities include: credit card integration with major banking providers, multi-currency support with automatic exchange rate retrieval, mileage claims with HMRC-compliant rates and Google Maps route calculation, and full VAT management. Policy controls enable configurable claim limits and approval workflows, whilst the finance team retains final authorisation to review, amend, or reject claims.

Compliance and sustainability features help organisations meet their obligations. Duty of Care functionality integrates directly with DVLA to verify driving licences, MOT, and vehicle tax status. CO2 emissions tracking across all journey types supports environmental reporting requirements.

Seamless integration with Access Group accounting software and public APIs for third-party systems ensures approved claims flow directly to your finance and payroll platforms.

On the desktop, Access Expense is delivered through the Access Evo platform, providing powerful configuration tools to tailor the system to your organisation's needs. Integrated communication and collaboration features boost employee engagement, whilst a unified data warehouse delivers dashboard analytics and actionable insights into your spend patterns and trends. All underpinned by our secure, cloud-based infrastructure that we host and maintain for you so you can focus on managing money, not managing technology.

Used by over 100,000 people globally, Access Expense combines ease of use with intelligent automation to streamline processes and maximise efficiency.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Expense. Pricing can be based on either number of users or average number of claims per month.

Number of Users	1-249	250-499	500+
Annual user licence (per seat for year)	£93	£84	£75

Alternative usage licences by number of claims

Number of Users	1-249	250-499	500+
Licence per claim (based on average claims per month)	£8	£7	£6.50

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

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Set up process is quick and easy, and has 3 fixed on-boarding paths (outlined in the Flightpath section on the next page). This offers quick time to value, and setup is included within the annual license fee
- Minimum licence requirements: 20 users per year or 20 claims per month
- Excludes VAT

- Minimum £10,000 spend for Premier Success

Example

Organisation has a requirement for 100 Annual User Licences with a standard customer success plan, this pricing would be broken out as follows:

100x Annual User Licences @ £93.00 = £9,300

Standard CSP (15% of Annual Cost) = £1,395

Total annual license would = £10,695

Setup fee = Flight path A included

3 Implementation Methodology

We aim to provide you with an excellent experience in getting up and running. Our Implementation 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.

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 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](#)