G-Cloud15
Access Rio Evo
Pricing Document

access
freedom to

1 Access Rio Evo

Access Rio Evo is an Electronic Patient Record (EPR) that supports the vision of every patient having one, fully integrated, Electronic Health Record (EHR) to enable the very best and most efficient healthcare. A leading electronic patient record system for secondary care, it operates across mental health, child health and community care settings and interoperates easily with other systems. Access Rio Evo manages both administrative and clinical processes and can be tailored to your organisation's specific needs.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Rio Evo. Pricing is based on the number of registered users with an assumed 30% concurrency.

Number of Users	0-50	51-100	101-200	201-300	301-400	401-500
Annual User Licence (per registered Rio user)	£545.74	£439.77	£374.43	£330.89	£297.94	£244.41

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
- Prices are based on a 12 month contract

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- Excludes VAT
- Pricing is based on the number of registered users and assumes 30% concurrency
- Rio eLearning Content Serve solution (training) is included for associated functionality
- Postcode lookup is included
- Core 'baseline' modules included in Rio Evo:
    - Patient Demographics
    - Referrals
    - Appointment Management
    - Clinics
    - Clinical Noting (Progress Notes)
- Standard SLAs including full disaster recovery provision

Implementation: Implementation is not included within the Annual User Licence Fee. Implementation costs up to £90,000 depending on scope and wider requirement gathering.

Additional Functionality: Additional EPR functionality is available subject to scoping.

Consultancy Services: Packages of consultancy can be scoped and agreed to support other tasks if required, for example:

- Data Migration services for system data / user onboarding
- Train the trainer sessions
- 'As is' and 'To be' process mapping
- Enhanced testing support
- Integration consultation studies
- Project Management

3 Implementation Methodology

Access has over 20 years' experience in delivering clinically driven, enterprise-wide solutions within the Mental, Community and Child Health market with a proven track record of delivering Rio into organisations on time and to budget. Access has developed an implementation approach, based on Prince 2 which is mature and has well proven project management processes, for which Access has maintained ISO9001 accreditation since 1987.

Through collaborative dialogue Access will gain a good understanding of the customers' requirements and business drivers. Access will propose a staged implementation approach that will deliver Access Rio Evo as a cloud-based solution in a timescale and manner that minimises risk and disruption to customer services. Access will work in partnership with the customer to configure the system to support clinical and administrative workflows appropriate to their specific operational requirements.

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Access' approach to the implementation is to assist and support the customer with their deployment whilst acknowledging that the project is owned by the customer. The emphasis is to transfer skills to allow the customer to carry out local configuration and system administration successfully and confidently of Rio beyond the project phase and to manage the ongoing configuration, with Access providing support.

Implementation Approach

Access Rio Evo implementations follow a collaborative, phased approach tailored to each customer's specific requirements and operational context. The implementation methodology is designed to ensure successful adoption while maintaining continuity of clinical services.

Key Implementation Phases

Discovery & Planning

Access works with customers to understand clinical workflows, technical requirements, data migration needs, and integration dependencies. This phase establishes the implementation roadmap and success criteria aligned to customer priorities.

Configuration & Preparation

The Access Rio Evo environment is configured to support customer requirements. This includes system setup, data preparation activities, integration configuration where applicable, and preparation of training materials. Access provides technical training to nominated customer staff to support ongoing system administration.

Testing & Validation

Customers work with Access to validate system configuration and functionality against agreed requirements. This phase ensures readiness for deployment and identifies any adjustments needed prior to go-live.

Deployment & Stabilisation

Access Rio Evo is deployed in accordance with an agreed cutover plan. Access provides enhanced support during the initial period following deployment to ensure smooth transition and rapid resolution of any issues. End users are provided with access to comprehensive eLearning resources to support adoption.

Note: Specific implementation timescales, methodologies, and deliverables are agreed on a per-customer basis reflecting the scope and complexity of each deployment. Access can provide detailed implementation plans as part of the commercial engagement process.

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

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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.

Customer Success

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

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