

G-Cloud15

Access Elemental

Patient

Engagement

Portal Pricing

Document

1 The Access Group – Access Elemental Patient Engagement Portal

Access Elemental Patient Engagement Portal (PEP) is a cloud-based platform that is a key component of The Access Group suite of integrated products. PEP enables patients to access their healthcare information, manage appointments, view letters and documents, and complete assessments safely and securely. When integrated with Access Rio EPR, it provides seamless access to patient records whilst maintaining clinical governance and data security standards.

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Elemental PEP;

Product	Annual Cost
Access Elemental PEP licence	£55,000.00
PEP Assessment & Questionnaire Module	£2,500.00
Access Rio Video Consultation	25,000.00

The following represents G-Cloud specific pricing for the Access PEP SMS Module;

SMS Banding	Annual Cost
1 – 50,000	£2,475.00
50,001 – 100,000	£4,950.00
100,001 – 150,000	£7,425.00
150,001 – 200,000	£9,900.00
200,001 – 300,000	£14,850.00
300,001 – 500,000	£24,750.00
500,000+	£49,500.00

*Access Elemental is provided as Software- as-a-Service (SAAS). Please note prices above do not include implementation, additional third-party integrations/ integration with additional directory of services, etc.

Elemental Evo

Elemental Evo	
Upgrade your Elemental solution to our Evo platform.	15% of the annual subscription fee.

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
- This package of support includes our Essential Customer Success Plan (CSP) offering. CSPs can be enhanced at an additional cost (depending upon the level of support you require. Further detail on the differing levels of support available in section 3 of part 2.
- Pricing excludes VAT
- Implementation costs between £30,000 and £60,000 one off cost depending on the scope of the solution.

Worked Example

An Access Rio EPR site purchasing the Access Elemental PEP with a PROMs assessment form and a PREMs assessment form; plus up to 50,000 SMS messages per annum would pay **£62,475 (ex VAT) fee per year**.

2 Implementation Methodology

As a cloud-based platform and a Software as a Service (SaaS) product, upgrades and updates are included in the annual licence fee. Improvements, enhancements and maintenance are included in quarterly releases.

3 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](#)