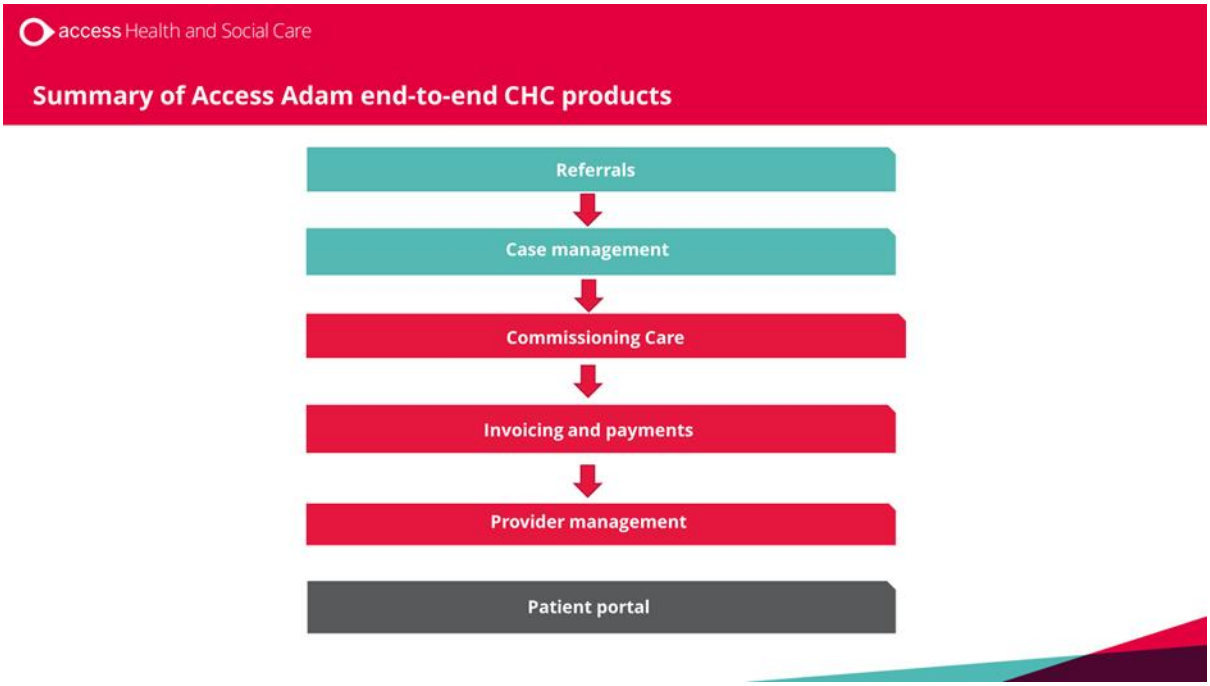
G-Cloud15
Access Adam Digital CHC Pricing Document

access
freedom to

1. Access Adam Digital CHC/AACC

Access Adam Digital CHC facilitates the effective management of Continuing Healthcare (CHC) activities via a modern technology platform across the following integrated product modules:

- Referral management
- Case management
- Brokerage and placement management
- Invoicing and payment management
- Provider engagement and contract management
- Patient Portal Access
- Data and reporting management



Built to support NHS England's drive towards digital CHC, the Access Adam product is the most established end to end solution in the market, providing customers with the confidence that, as their needs change, whether internally or due to the wider integration agenda, our solution can be tailored and amended to meet their needs across all CHC activity.

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2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Adam.

Case Management and Electronic Referral Portal
Pricing for the use of the Referral Portal and Case Management System is based off total active patients to be held in the system.

Total Active patients in system	0-499	500-999	1000-2499	2500-4999	5000-7499	7500-9999	Enterprise
	£57,000	£60,000	£72,000	£77,000	£82,000	£87,000	POA

Commissioning / Brokerage Module
Pricing for Commissioning is based off number of providers you want onboarded onto the system and number of Service receipts (invoices) processed per annum.

Receipts (Invoices) per annum							
Providers	**20k+**	**35k+**	**40k+**	**50k+**	**60k+**	**100k**	**Enterprise**
up to 50	£149,714	£157,594	£165,888	£174,182	£182,892	£192,036	£201,638
51-100	£155,952	£164,160	£172,800	£181,440	£190,512	£200,038	£210,039
101-150	£162,450	£171,000	£180,000	£189,000	£198,450	£208,373	£218,791
151-200	£170,573	£179,550	£189,000	£198,450	£208,373	£218,791	£229,731
201-250	£179,101	£188,528	£198,450	£208,373	£218,791	£229,731	£241,217
251-300	£188,056	£197,954	£208,373	£218,791	£229,731	£241,217	£253,278
301-400	£197,459	£207,852	£218,791	£229,731	£241,217	£253,278	£265,942
401-500	£207,332	£218,244	£229,731	£241,217	£253,278	£265,942	£279,239
500+ (Enterprise)	£217,699	£229,156	£241,217	£253,278	£265,942	£279,239	POA

Access NotesCentre

Annual Hours package (up to)	Estimated users	Price
10,000	**50**	**£19,500.00**
20,000	**100**	**£33,000.00**
30,000	**150**	**£47,250.00**

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40,000	**200**	**£60,000.00**
50,000	**250**	**£64,500.00**
60,000	**300**	**£77,400.00**
70,000	**350**	**£84,000.00**
80,000	**400**	**£88,800.00**
90,000	**450**	**£95,850.00**
100,000	**500**	**£99,900.00**

Invoicing
Invoicing is a set fee and includes Access processing payments on behalf of the customer.
£25,000

Provider Management /Eforms
The provider management portal is a set fee and is inclusive of the Eforms module.
£30,000

Patient Portal
The Patient portal is a set fee and can be used for any number of patients required.
£20,000

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%

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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.
- A yearly review of the brokerage tool usage will be completed inclusive of number of receipts (invoices) and number of providers to ensure usage is in line with licence fees
- For Enterprise pricing please contact Access directly
- Invoicing module is for Access to process payments on behalf of the customer and is a set fee
- Patient portal is a set fee
- Provider management (SRM) module inclusive of Eforms is a set fee
- Brokerage licence fee is inclusive of 3 categories of care to be put through the system.

Example

Example 1

A customer is looking for a Case Management and integrated electronic Referral portal and would also like Access to pay providers on their behalf, so they want to use the invoicing module. They currently have 2300 active patients. Annual Licence fees:

Case Management and referrals - £72,000
Invoicing - £25,000
Total £97,000

Example 2.
A customer wants an end-to-end system to manage All Aged Continuing Care (AACC) at their ICB, they have 6,000 active patients, 140 providers and process 30,000 service receipts on average each year. They would like to utilise all of the modules described in one clear workflow. Annual Licence fees:

Case Management and referrals - £82,000
Brokerage £171,000
Invoicing £25,000
SRM - £30,000
Patient Portal - £20,000
Total £328,000

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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

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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 Adam Housing 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 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.

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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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