

G-Cloud15

Access Patient Administration System Pricing Document

1 Access Patient Administration System

The Access Patient Administration System (PAS) is a comprehensive patient administration solution designed for acute care settings, providing essential infrastructure for managing patient demographics, appointments, referrals, and administrative workflows across hospital environments. As part of the combined PAS and Emergency Department solution, the system delivers the foundational administrative capabilities that support clinical operations throughout the acute care pathway.

2 G-Cloud Specific Pricing

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

Department Size	Cost Per Annum
Small	£800,000
Medium	£1,000,000
Large	£1,350,000

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%

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Prices are based on a 12 month contract
- Excludes VAT
- Assumes no data migration required
- Standard SLAs including full disaster recovery provision

Implementation: Implementation is not included within the Annual User Licence Fee. Implementation costs range from £200,000 - £400,000 depending on scope and wider requirement gathering.

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 our software 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 PAS 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.

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 beyond the project phase and to manage the ongoing configuration, with Access providing support.

Implementation Approach

Our 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 PAS 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 PAS 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 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

At Access, we recognise that the systems and software you rely on are critical to your business. Our priority is to provide responsive and effective technical support that helps maintain continuity and minimises disruption. We take ownership of your support queries and work to resolve them as efficiently as possible through our established processes.

Support Services

Access provides comprehensive support for Access PAS, including online resources, technical assistance, and access to our knowledge base. Customers can engage with support through multiple channels as defined in their service agreement.

Our support model is designed to deliver consistency and reliability. Specific service levels, response times, and availability commitments are detailed in the Service Level Agreement (SLA) provided during the commercial engagement process.

Training and enablement resources are available through eLearning, documentation, and webinars to assist customers in understanding and using their solution effectively.

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](#)