

G-Cloud15

Access Rio Smart

Notes

Pricing Document

1 Access Rio Smart Notes

Access Rio Smart Notes is a mobile application that enables healthcare professionals to audio record patient appointments and automatically generate structured clinical summaries for integration with the Rio clinical system.

Access Rio Smart Notes synchronises with Rio's appointment system, displaying scheduled appointments with comprehensive patient information including NHS numbers, Rio IDs, contact details, and clinical alerts. Healthcare professionals can record consultations directly from their mobile devices, with the system capturing explicit patient consent before recording commences.

During recording, the application displays a real-time audio waveform and prevents device sleep modes to accommodate lengthy consultations. Recordings can be paused, resumed, or restarted as required to support the natural flow of clinical encounters.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Rio Smart Notes. Pricing is based on the number of hours transcribed per month.

Hours Per Month	Cost Per Annum
0-1000	£10,057
1001-2000	£20,113
2001-3000	£30,170
3001-4000	£40,226
4001-5000	£50,283
5001-6000	£60,340
6001-7000	£70,396
7001-8000	£80,453
8001-9000	£90,509

9001-10,000	£100,566
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Any further hours will be procured in blocks of up to 1,000 hours and will be priced at £10,000 per 1,000 hours procured.

One Off Deployment Cost

There is a one-off deployment cost of **£10,000 - £30,000** depending on exact size and scope.

Notes on Pricing / additional services

- One-off implementation cost invoiced upon signature of contract
- Annual fee invoiced annually in advance
- Set up costs included in annual fee
- Excludes VAT
- Cost includes an Adoption Specialist for 4 hours per month

Assumptions & Conditions

- Annual fee is costed based on number of hours transcribed per month on both Test and Live instances.
- The Customer's usage (hours per month) will be audited monthly to verify that usage aligns with the terms of the contract
- Access can only offer this capability for customers who are fully hosted and managed by Access UK Ltd.

Example

A site procuring Access Rio Smart Notes and planning to consume 2,500 hours per month would pay a one-off implementation cost of **£30,000** and an annual fee of **£30,170**.

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 Rio Smart Notes 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 of Access Rio Smart Notes beyond the project phase and to manage the ongoing configuration, with Access providing support.

Implementation Approach

Access Rio Smart Notes 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.

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](#)