# G-Cloud15

# Access Recruitment CRM Pricing Document

access
freedom to

## 1 Access Recruitment CRM

Access Recruitment CRM delivers end-to-end recruitment management that accelerates placements, streamlines operations, and scales with your business. From permanent workflows with built-in BD tools and video interviewing, to sophisticated temporary staffing with drag-and-drop scheduling and real-time placement tracking, ARCRM provides the complete toolkit modern agencies need. Our extensible platform adapts to your unique processes through tailored workflows and custom applications, whilst AI-powered capabilities and seamless integrations ensure ARCRM remains your single source of truth across the entire recruitment lifecycle. Trusted by 40% of the UK's top 500 recruitment agencies, ARCRM delivers enterprise-grade capability with the flexibility to serve ambitious independents through to national operations.

## 2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Recruitment CRM. Access Recruitment CRM has two streams of implementation, new customer implementation and customer migrations. With these streams we have different pricing models based upon the implementation route chosen.

**New Business Implementations**

| FlightPath | A | B | C |
|---|---|---|---|
| **New Business** | £8,415 | £19,767 | £26,693 |

**Customer Migrations**

| FlightPath | 10-25 | 25-100 |
|---|---|---|
| **Customer Migrations** | £21,275 | £26,374 |

**Licence Costs**

| Users | 10-25 | 25-50 | 50 - 100 | 100+ |
|---|---|---|---|---|
| **Per User** | £125 | £120 | £110 | £100 |


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**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**

- Contract length based on 36 months
- Invoiced monthly
- Excludes VAT
- Additional Services available

**Assumptions & Conditions**

Database storage bundles are available for customers who wish to extend their database size:

| Bundles | |
|---|---|
| 25GB | £141.00 |
| 50GB | £270.00 |
| 100GB | £516.00 |
| 250GB | £1,230.00 |
| 500GB | £2,340.00 |
| 1000GB | £4,440.00 |
| 2000GB | £8,400.00 |

Additional development, if required is scoped and costed on time and materials basis and charged via Flex Points or direct development cost.


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## 3 Implementation Methodology

We aim to provide you with an excellent experience in getting up and running. Our Implementation packages use our Access FlightPath Implementation methodology designed to deliver timely value to you and your colleagues.

We offer two streams of flightpath one for new business and one for customers migrating from older products. Both streams have flightpath tier options, allowing the customer to choose the best fit for their implementation pf the Access Recruitment CRM.

**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, but they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects. Depending upon the size and scale of the implementation as well as number of products involved we have designed the ARCRM Flightpaths to enable consultant led face to face implementation where required

**Implementation Journey**

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


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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**

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 Recruitment CRM 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.


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**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 Access Customer Success Plans


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