

G-Cloud15 Access EPoS Pricing Document

1 Access EPoS

Access EPoS touchscreen is an intuitive, scalable, reliable solution created for the hospitality sector enabling operators with real-time business reports.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access EPoS. Pricing is based on the number of documents (not pages) that will be expected to be processed per annum.

Software Module / Service	Minimum term of use	Unit type	Price per unit per month
Access EPoS Point of Sale	36 months	Per POS	£8.75
Access EPoS Kitchen Management	36 months	Per Unit	£14.70
Access EPoS Manager	36 months	Per Site	£202.71
Access EPoS Menu Manager	36 months	Per Site	£21.00
Access EPoS Stock Module	36 months	Per Site	£35.00
API Connections	36 months	Per Unit	£10.50

ACCESS EPoS HW [HAAS]	Monthly Fee per unit
Access POS Bundle – POS Terminal, Printer & Cash Drawer	£20.55
10" Windows Tablet with scanner	£27.09
Kitchen Video Screen Access 15"	£16.31
10.4" Rear Advertising Display	£3.92
Receipt Printer triple interface (un-branded)	£2.56
Kitchen Printer TCP (un-branded)	£6.48
Standard Cash Drawer	£1.68
USB Biometric Fingerprint Reader	£3.47

ACCESS EPOS IMPLEMENTATION	Unit Type	Rate
FlightPath Implementation	Inclusive	
Hardware Build / Hot Staging	Per POS	£50
Additional Services / Billed as Consumed	Per Day	£900
Onsite Installation / Up Front Fees	Per Day	£900

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	Standard	Premium
Percentage of ARR (per year)	15%	25%

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Set up costs included in annual fee
- Excludes VAT

Example Proposal

Software Module / Service	Minimum term of use	Unit	Permitted	Price per unit per month	Monthly Fee
		type	Usage*		
Access EPoS Point of Sale	36 months	Per POS	2	£8.75	£17.50
Access EPoS Kitchen Management	36 months	Per Unit	1	£14.70	£14.70
Access EPoS Manager	36 months	Per Site	1	£202.71	£202.71
Access EPoS Menu Manager	36 months	Per Site	0	£0.00	£0.00
Access EPoS Stock Module	36 months	Per Site	1	£35.00	£35.00
API Connections	36 months	Per Unit	1	£10.50	£10.50
Customer Success Plan & Access Evo	36 months				£58.21
Total Monthly Fee					£338.62

ACCESS EPoS HW [HAAS]	Units	Monthly Fee per unit	Overall Monthly Fee
Access POS Bundle – POS Terminal, Printer & Cash Drawer	2	£20.55	£41.09
Kitchen Video Screen Access A8 15"	1	£16.31	£16.31
ACCESS EPoS Hardware	Minimum Term of Use	Total Monthly fee	
Total Monthly Haas Fee	36 Months	£57.40	

ACCESS EPOS IMPLEMENTATION	Unit	Rate	Total
FlightPath Implementation	1	Inclusive	

Hardware Build / Hot Staging	3		£150
Additional Services / Billed as Consumed	0	£900	£0.00
Onsite Installation / Up Front Fees	2	£900	£1,800
SUBTOTAL			£1,950

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

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 EPoS 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 2 main support plans as detailed below.

The Standard Plan

As a Standard Plan customer you benefit from fast 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](#)