G-Cloud15 Access Provider Manager Pricing Document

access
freedom to

1 Access Provider Manager

Our Provider Manager ecosystem is a next-generation, cloud-based platform designed to help Local Authorities manage their Children's and Adults Social Care markets efficiently and effectively. Built within the Access Evo environment, it unifies provider management, quality assurance, and commissioning into a single, secure, AI-powered solution.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Provider Manager.

Access Provider Manager provides a cloud based eco-system of flexible tools, as outlined in the Service Definition. When these are implemented, they can be combined with many different national and local datasets to provide a unique insight into your care market and to provide unrivalled market oversight, risk management, and new innovative new ways to manage care quality.

Consequently, it is not possible to provide a simple set of costs that are applicable to all sizes of Local Authorities / NHS Trusts / Care Services. The table below therefore shows the typical price of the Access Provider Manager ecosystem at a total and sub-module level for two different types of Council customer:

Unitary / Metropolitan / Borough

Access Provider Manager – Base Package including	1-14 Named Users	15-29 Named Users	30-49 Named Users
Provider Directory Document Management Quality Assurance Provider Returns Landscape including: *Open Source and Quality Assurance*	£38,590	£67,532	£77,180

Access Provider Manager – Plus Package including	1-14 Named Users	15-29 Named Users	30-49 Named Users
Provider Directory Document Management Quality Assurance Provider Returns Landscape including:	£47,120	£82,460	£92,240

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Open Source and Quality Assurance Provider AI Relationship & Contract Management			

Access Provider Manager – Premium Package including	1-14 Named Users	15-29 Named Users	30-49 Named Users
Provider Directory Document Management Quality Assurance Provider Returns Landscape including: *Open Source and Quality Assurance* *Financials – Spend & Activity and Demand Model* *Benchmarking and Plug Ins* *Risk Profiler* Provider AI Relationship & Contract Management	£58,920	£103,110	£117,840

County Councils

Access Provider Manager – Base Package including	1-14 Named Users	15-29 Named Users	30-49 Named Users
Provider Directory Document Management Quality Assurance Provider Returns Landscape including: *Open Source and Quality Assurance*	£54,160	£94,678	£108,320

Access Provider Manager – Plus Package including	1-14 Named Users	15-29 Named Users	30-49 Named Users
Provider Directory Document Management Quality Assurance Provider Returns Landscape including: *Open Source and Quality Assurance* Provider AI Relationship & Contract Management	£68,940	£120,645	£137,880

access
freedom to do more

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Access Provider Manager – Premium Package including	1-14 Named Users	15-29 Named Users	30-49 Named Users
Provider Directory Document Management Quality Assurance Provider Returns Landscape including: *Open Source and Quality Assurance* *Financials – Spend & Activity and Demand Model* *Benchmarking and Plug Ins* *Risk Profiler* Provider AI Relationship & Contract Management	£86,760	£151,830	£173,520

Customer Success Plans (mandatory)

Customer Success Plan	Annual Cost
Standard Plan	15% of the annual subscription fee
Premier Plan	25% of the annual subscription fee

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

Add Ons

Access Messenger

Band	Provider	Annual Fee
1	up to 250 Providers	£6,000
2	up to 500 Providers	£10,000

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

3	up to 750 Providers	£15,000
4	up to 1000 Providers	£20,000

Access NotesCentre

Band	Hours	Annual Fee
1	up to 2000	£5,625
2	up to 5000	£10,500
3	up to 10000	£19,500
4	up to 20000	£33,000
5	up to 50000	£64,500
6	up to 100000	£99,900
7	up to 150000	£130,500
8	up to 200000	£157,200
9	up to 300000	£197,100

Notes on Pricing / additional services

- Annual fee invoiced annually in advance.
- Implementation absorbed within annual fee so no one-off up-front costs.
- Modules are pick and mix so total cost will vary.
- Access Evo and Customer Success Plan are mandatory
- Excludes VAT.

Assumptions & Conditions

- Licensed on a named user licence basis in bundles of named users

Example

A large County Council with 25 named users wishes to improve their oversight of adult and children's social care and has decided to purchase Access Provider Manager Premium. By using the 'County Council' table above, the Council can see the published cost bundle for 15-29 named user licence is £151,830 as an annual licence.

The Council also is required to add 20% for Access Evo:

£151,830 x 0.20 = £30,366

The Council is also required to include a customer success plan (Standard or Premier) to ensure that Access supports the Council in achieving its goals and maximising the return on investment.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

The Council in this example is taking a Premier Plan, which is 25% of the annual licence cost:

£151,830 x 0.25 = £37,957.50

In this example, the total annual licence cost is:

Annual Licence Bundle + Access Evo + Premier Success Plan

£151,830 + £30,366 + £37,957.50 = £220,153.50

The Council also wished to communicate securely with their marketplace of providers and also digitally dictate and transcribe, so are adding the additional add ons of Messenger and Notes Centre.

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,

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

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 Provider Manager can be found here.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

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

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.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved