# G-Cloud15
# Access Maintain
# Pricing Document

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## 1 Access Maintain

Access Maintain (Access Maintain Evo) is a cloud-based facility management software (CAFM) designed specifically for the hospitality sector. It transforms reactive maintenance into proactive intelligence by providing real-time visibility and control over planned and reactive maintenance across sites. The solution features AI-powered capabilities that prevent breakdowns, speed up repairs, guide staff through troubleshooting, and automate compliance management.

## 2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Maintain. Pricing is based on the number of site using Maintain, per annum.

| Product Plan | Minimum Terms of Use | Price p/Site p/Month |
|---|---|---|
| **Maintain Evo Base Bundle** | 12 months | £80 |
| **Maintain Evo: Projects Module** | 12 Months | £10 |
| **Maintain Evo: Supply Module** | 12 Months | £10 |
| **Maintain Evo: In House Module** | 12 Months | £10 |

**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 |


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**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

## 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


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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 Maintain 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.

**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**


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*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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