G-Cloud15
Access Applause
Pricing Document

1. Access Applause

Access Applause is a cloud-based employee recognition and reward platform designed to help organisations build a culture of appreciation, improve employee engagement and reinforce company values. Working like the social media apps employees are already familiar with, Applause makes it quick and easy for anyone to give and receive recognition.

Our platform transforms employee recognition by bringing together peer-to-peer praise, manager rewards, long service awards and values-based recognition into a single, engaging solution that employees can access from any device.

Suitable for organisations from 10 to 10,000 employees across single or multi-site operations.

Peer-to-Peer Recognition

- Social Shouts: Anyone can give recognition to colleagues with public shouts visible on a company-wide wall
- Values-Based Recognition: All recognition is linked to company values, reinforcing the right behaviours
- Likes and Comments: Colleagues can engage with recognition posts, amplifying positive feedback
- Private Manager Feedback: Option to send private feedback to the recipient's manager for use in appraisals and reviews

Financial Rewards

- **Points-Based Rewards:** Managers can allocate points with monetary value alongside recognition
- **Flexible Budget Management:** Hierarchical budget allocation from central pot to departments to team leads
- **Instant Redemption:** Employees redeem points against e-gift cards from leading retailers at face value
- **No Expiration:** Points don't expire, allowing employees to save for larger rewards

Awards and Milestones

- **Long Service Awards:** Celebrate employee tenure milestones
- **Custom Award Schemes:** Create nomination-based awards for star performers, values champions, etc.
- **Employee Awards Hub:** Central location for all employee awards and achievements

Administrative Features

- **Budget Controls:** Set spending limits, minimum/maximum award values, and budget rollover rules
- **PSA Reporting:** Export reward data for accurate PAYE Settlement Agreement reporting
- **Engagement Analytics:** Track recognition activity by department, location, company value and individual

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- **Manager Dashboards:** View team recognition given and received with private feedback

Helping to Achieve Business Benefit

Applause helps organisations deliver tangible business value through:

- **Improved retention:** Recognised employees are more committed and less likely to leave
- **Culture reinforcement:** Values-based recognition aligns behaviour with company goals
- **Manager effectiveness:** Easy tools for managers to reward effort and reinforce performance
- **Reduced admin:** Automated reward fulfilment eliminates manual voucher purchasing
- **Measurable ROI:** Track recognition frequency, values alignment and engagement trends

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Applause. Pricing is based on the number of employees, shown per month.

Please note that fees below are subject to a minimum SaaS spend of £6,000 per annum.

Access Applause	Monthly Cost Per Person (£ Excluding VAT)

• Peer to Peer
• Financial Recognition
• Private Manager Feedback
• Customisable Corporate Values
• Reward Budget Management
  ◦ Hierarchical by nomination
  ◦ Ability to share with others
  ◦ Ability to limit reward to direct line reports
• Analytics
• Admin Control
	£1.00

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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

3. Implementation Methodology

Applause is designed for rapid deployment with minimal complexity. As a cloud-based solution integrated with the Access Evo platform, your organisation can be live and recognising within weeks.

Standard Implementation Timeline
Implementation is typically completed within **4 weeks or less** from contract signature to platform launch.

Deployment Complexity	Typical Timeline
Standard (peer-to-peer only)	2-3 weeks
With financial rewards	3-4 weeks
Part of wider Engage suite deployment	Aligned to suite timeline

Implementation Approach
All our implementation services have been designed to be remote-first, providing you with an improved low-risk implementation journey.

Week 1: Discovery & Setup
- Initial kick-off meeting to understand your recognition strategy and company values
- Company values defined and configured
- Reward budget structure planned (if applicable)
- Integration setup (SSO, HRIS connectivity)

Week 2: Configuration & Training
- Recognition schemes configured
- Budget allocations set up (managers, team leads, central pot)
- Admin training delivered

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- Test recognition and rewards

Week 3-4: Launch

- Go-live support
- Employee onboarding communications
- Launch campaign support (optional initial points allocation to drive adoption)
- Early engagement monitoring
- Transition to ongoing support

Implementation Team

Access Resources:

- Sales Executive participates in initial kick-off call for smooth handover
- Account Manager serves as dedicated point of contact throughout delivery and post-go-live
- Dedicated Implementation Consultant oversees configuration and setup
- Client Services team (Sandbach helpdesk) available to address questions post-launch
- Head of Operations oversees customer service delivery and acts as escalation point

Client Resources Required:

- HR/Engagement lead with authority to approve recognition scheme design and values
- Someone who can provide access to basic employee data (or confirm HRIS integration)
- Finance contact to confirm reward budget and PSA reporting requirements
- Individuals willing to test the platform before go-live

4. Service & Support Management Details

At Access we know why you choose our products, it's because you want to be more successful. We want you to be more successful too. So, we've taken a good long look at how we support you, taken on board feedback and made it a whole lot better. We're not just here to support you when you need a hand - we're here with you at every stage of your journey.

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.

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Support Channels

Channel	Availability	Description
Support Portal	24/7	Log and track tickets, access knowledge base
Telephone	Business hours	Direct line to UK-based support team
AI Chat Assistant	24/7	Instant responses for common queries
Email	Business hours	Support requests via email

Support Hours

Standard Support Hours: Monday to Friday, 09:00 – 18:00 (UK time), excluding UK public holidays

Target Response Times

Priority	Description	Target Response
P1 - Critical	Complete service outage affecting all users	4 hour
P2 - High	Major functionality unavailable, no workaround	8 hours
P3 - Medium	Functionality impaired, workaround available	16 hours
P4 - Low	Minor issue, cosmetic, or enhancement request	24 hours

Note: Response times are targets and represent the time to first meaningful response, not resolution.

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