G-Cloud15
Access TEC Assure
Pricing Document

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1 Access TEC Assure

Access Assure is a TSA-accredited, AI-powered technology-enabled care platform that transforms how local authorities support independent living through intelligent data aggregation, device management and actionable insights. Access Assure has been deployed at scale over multiple sites, providing proven capability in delivering both reactive and preventative care services.

Interoperable by design and built on open standards, Access Assure brings together data from activity sensors, environmental monitors, wearables and care interaction records, converting this information into meaningful insights for service users, families and care professionals. The platform eliminates the inefficiencies of multiple standalone applications and spreadsheet-based systems, providing a single, unified view that enables commissioners, practitioners and providers to make informed, timely decisions about care and support.

2 G-Cloud Specific Pricing

Our technology doesn't just monitor. Powered by AI, it learns individual routines, detecting changes that may signal the need for support before a crisis occurs. This proactive approach allows for early intervention, shifting care from reactive to proactive & preventative. Our solutions are designed to not just assist but to anticipate, offering a truly transformative and personalised approach to care.

Dashboard & Family/Carer App. Licence required per Service User, with adoption by Professionals, Family & Friends. Activities of Daily Living (ADL) insights enable a preventative service combined with Alarm/reactive service.

My Safety & Wellbeing (Alarm & ADL) Rich behavioural/ADL & environmental insights with telecare alarm activity + estate management.

My Wellbeing (ADL only) Rich behavioural/ADL and environmental insights from sensors + estate management.

Product Name	Term	Price	Notes
Assure Platform-at-Scale (Alarm only). Integration with 3rd party telecare estate.	Monthly	£1.00 per user	*All Service Users with 3rd party telecare estate. Sold in blocks of 500 Service Users.*

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Assure Platform-at-Scale (ADL upgrade). Integration with 3rd party telecare estate.	Monthly	£10.00 per user	*All Service Users with 3rd party telecare estate. Sold in blocks of 100 Service Users.*
TEC Assessment Tool: Dynamic and configurable prescriber support tool; recommends personalised TEC + Benefits Realisation insights.	Annual	£5.00 per user	*Annual charge per Service User. Term aligned to Assure SaaS. Sold in blocks of 1,000 Service Users.*

Additional Home & Mobile Solutions

The following products are available on either a lease or purchase option. We offer either a HaaS, SaaS, or hardware purchase:

HaaS | Hardware as a Service: Hardware, Software (Dashboard & App), 2|3|4G roaming SIM. Warranty for full lease term.
SaaS + Hardware Purchase | Software as a Service: Software (Dashboard & App), 2|3|4G roaming SIM. Hardware. 1 year factory Warranty

Product Name	Term	Price	Notes
Assure HOME HUB Helping people stay independent at home	Hardware Purchase	£150	*Price per device (Requires associated Assure Platform product)*
Assure HOME HUB WALL-MOUNT For Housing and Residential Care.	Hardware Purchase	£181	*Price per device (Requires associated Assure Platform product)*
Assure 5Y My Safety & Wellbeing (Alarm & ADL)	HaaS	£181.65	*Annual cost*
Assure 3Y My Safety & Wellbeing (Alarm & ADL)	HaaS	£202.20	*Annual cost*
Assure 5Y My Safety & Wellbeing (Alarm & ADL) Assure HOME HUB	SaaS & Hardware Purchase	£170.89 annual cost £150 up front	

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VIBBY PANIC BUTTON/ PENDANT		£29.70 up front	
Assure 3Y My Safety & Wellbeing (Alarm & ADL) Assure HOME HUB VIBBY PANIC BUTTON/ PENDANT	SaaS & Hardware Purchase	£178.15 annual cost £150 up front £29.70 up front	
Assure 5Y Wellbeing (ADL only)	HaaS	£134.28	*Annual cost*
Assure 3Y Wellbeing (ADL only)	HaaS	£166.92	*Annual cost*
Assure 5Y Wellbeing (ADL only) Assure HOME HUB	SaaS & Hardware Purchase	£104 annual cost £150 up front	
Assure 3Y Wellbeing (ADL only) Assure HOME HUB	SaaS & Hardware Purchase	£120 annual cost £150 up front	

Proactive & Preventative TEC

Mobile TEC brings a sense of independence and confidence to people of all ages. User-friendly, wearable GPS alarms designed to help family/professionals take a more proactive and preventative approach to care with Access TEC Assure enabling geo-fencing with alerts for Reassure/Worry locations.

My Safety (Alarm only) | Includes 2/3/4G Roaming SIM, Device Management Platform and connectivity for Access TEC Support mobile devices

Product Name	Term	Price	Notes
Access TEC ROAM Discreet, mobile, one-button GPS telecare device**.** Upfront	Hardware Purchase	£148.75	*Price per device (Requires associated Assure Platform product)*

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Access TEC ROAM + button Discreet, mobile, one-button GPS telecare device and Bluetooth button for remote triggers	Hardware Purchase	£189	*Price per device (Requires associated Assure Platform product)*
Access TEC WATCH Discreet GPS wearable to help people to stay mobile, independent & safe.	Hardware Purchase	£148.75	*Price per device (Requires associated Assure Platform product)*
Access TEC ROAM 5Y My Safety	HaaS	£92.16	*Annual Cost*
Access TEC ROAM 3Y My Safety	HaaS	£107.04	*Annual Cost*
Access TEC 5Y My Safety Access TEC ROAM	SaaS & Hardware Purchase	£84.12 annual cost £133.88 up front	
Access TEC 3Y My Safety Access TEC ROAM	SaaS & Hardware Purchase	£91.68 annual cost £133.88 up front	
Access TEC ROAM	Hardware Purchase	£133.88 up front	
Access TEC WATCH 5Y My Safety	HaaS	£102.48	*Annual Cost*
Access TEC WATCH 3Y My Safety	HaaS	£115.08	*Annual Cost*
Access TEC 5Y My Safety Access TEC WATCH	SaaS & Hardware Purchase	£93.48 annual cost £148.75 up front	
Access TEC 3Y My Safety Access TEC WATCH	SaaS & Hardware Purchase	£98.64annual cost	

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		£148.75 up front	
Add Activities of Daily Living (ADL) Sensors (requires Assure HUB & My Wellbeing Service)			
ENTRY SENSOR (DOOR/WINDOW)	Hardware Purchase	£32.55	
MOTION SENSOR	Hardware Purchase	£37.00	
SMART PLUG MINI (TYPE G BRITISH)	Hardware Purchase	£54.00	
RFID PROXIMITY CARER KEY FOBS (10PCS)	Hardware Purchase	£9.00	

Reactive/Alarm TEC

For traditional telecare services and customers who wish to first upgrade from analogue to digital. Access TEC provides a future-proofed foundation to innovate from Reactive to Proactive & Preventative TEC at any time. Customers can upgrade cost-effectively to achieve better outcomes and savings without the need for investment in a different/separate hub.

Product Name	Term	Price	Notes
Assure HOME HUB Helping people stay independent at home	Hardware Purchase	£150	*Price per device (Requires associated Assure Platform product)*
Assure HOME HUB WALL-MOUNT For Housing and Residential Care.	Hardware Purchase	£181	*Price per device (Requires associated Assure Platform product)*
Assure 5Y My Safety (Alarm Only)	HaaS	£89.52	*Annual cost*
Assure 3Y My Safety (Alarm Only)	HaaS	£104.28	*Annual cost*

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Assure 5Y My Safety (Alarm Only) Assure HOME HUB VIBBY PANIC BUTTON/ PENDANT	SaaS & Hardware Purchase	£49.72 annual cost £150 up front £33 up front	
Assure 3Y My Safety (Alarm Only) Assure HOME HUB VIBBY PANIC BUTTON/ PENDANT	SaaS & Hardware Purchase	£45.96 annual cost £150 up front £33 up front	
Additional alarm peripherals			
VIBBY FALL DETECTION/PANIC BUTTON COMBINED	Hardware Purchase	£59.50	
VIBBY PANIC BUTTON/PENDANT	Hardware Purchase	£33.00	
DOOR/WINDOW CONTACT - (adhesive mount)	Hardware Purchase	£55.00	
DOOR/WINDOW CONTACT - (screw mount)	Hardware Purchase	£55.00	
SMOKE DETECTION - OPTICAL	Hardware Purchase	£40.50	
HEAT+ ALARM(Can be interlinked with Cair UK Smoke Detector)	Hardware Purchase	£57.50	
CO DETECTION - CARBON MONOXIDE	Hardware Purchase	£51.75	
FLOOD DETECTION	Hardware Purchase	£55.00	
PANIC BUTTON/PENDANT - ONYX Personal Alarm Pendant	Hardware Purchase	£39.99	

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PANIC ALARM/BOGUS CALLER/NURSE CALL/DOOR BELL - CHIME- Silent Alarm - (adhesive mount)	Hardware Purchase	£55.00	
PANIC ALARM/BOGUS CALLER/NURSE CALL/DOOR BELL - CHIME- Silent Alarm - (screw mount)	Hardware Purchase	£55.00	
PULLCORD ALARM - REACH - Waterproof Pull Cord	Hardware Purchase	£60.68	
RED JELLY BUTTON - REQUEST Large Wireless Easy Press Button	Hardware Purchase	£61.00	
SEIZURE MONITOR - EMFIT MM TONIC CLONIC	Hardware Purchase	£378	
BED PAD – SLEEP (requires Detect)	Hardware Purchase	£29.59	
BED PAD ADVANCED – SLEEP (includes Detect mini)	Hardware Purchase	£124	
CHAIR SENSOR PAD ADVANCED – SIT (Includes Detect Mini)	Hardware Purchase	£96	
CONNECT - (Intelligent Universal Transmitter) (Required for CAIR UK Floor Mat)	Hardware Purchase	£75	
DETECT (Wired Bed/Chair Occupancy & Enuresis Controller)	Hardware Purchase	£75	
DETECT MINI (Wireless Bed/Chair Occupancy & Enuresis Controller)	Hardware Purchase	£68	

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ENURESIS DETECTION - Moisture detection mat (Requires DETECT)	Hardware Purchase	£39.50	
FLOOR PRESSURE MAT (Requires CONNECT)	Hardware Purchase	£154.96	
MOTION DETECTION (PIR) - MOVE	Hardware Purchase	£59.50	
PAGER - NOTIFIER - Advanced portable nurse call pager	Hardware Purchase	£179	
PAGER - NOTIFIER - ADDITIONAL HANDSETS (Pager Only)	Hardware Purchase	£139	
PILL DISPENSER - PIVOTELL - Advanced Pill Dispenser	Hardware Purchase	£191	

Accessories & Parts

Product Name	Term	Price	Notes
REPLACEMENT AC POWER ADAPTOR FOR ACCESS ASSURE HOME HUB	Hardware Purchase	£35	
REPLACEMENT VIBBY PENDANT BATTERY	Hardware Purchase	£15	
REPLACEMENT O-RING SEAL FOR VIBBY PENDANT BATTERY	Hardware Purchase	£0.50	
VIBBY NECK-CORD	Hardware Purchase	£2	
VIBBY BATTERY EXTRACTION TOOL	Hardware Purchase	£15	
WRISTBAND FOR OYSTA BLUETOOTH BUTTON (WHITE)	Hardware Purchase	£10	

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ACCESS TEC ROAM BLUETOOTH BUTTON CLIP	Hardware Purchase	£2	
ACCESS TEC ROAM CHARGING BUNDLE (CHARGER, CABLE, CRADLE)	Hardware Purchase	£17	
ACCESS TEC ROAM BELT CLIP	Hardware Purchase	£8.16	
ACCESS TEC WATCH CHARGING BUNDLE (CHARGE, CABLE, CRADLE)	Hardware Purchase	£17	
BLUETOOTH BEACON	Hardware Purchase	£18	

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 Plan	Essential	Standard	Premier
Percentage of ARR (per year)	0%	15%	25%

Example Sale

A Council wishes to procure an Alarm and Activities of Daily Living (ADL) service. They require 100 Home Hubs and decide to proceed on a HaaS basis for three years. Alongside this they provision for 200 service users to allow access for family, friends and carers. The total annual cost of this is £41,820.

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.

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

In this example, the total annual licence cost is:

Services Bundle + Premier Success Plan

£41,820 + £10,455 = £52,275

4 Implementation Methodology

We believe wholeheartedly that the functionality that our software offers our customers is very important, but it is only half of the value equation, how the system is rolled out is critical if full value from your new investment is to be achieved.

We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact, for some customers, this may be the first software roll out they have managed. We recognise this and we have designed our best practise, remote-first implementation services to help ensure you have a great experience and are looked after along the way, so that the whole process is less daunting… this is our FlightPath implementation approach.

Seamless implementation, delivered 100% remotely
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.

You have control, but we are never far from your side.
Each FlightPath implementation programme from Access follows a well- defined journey with

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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, 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 can be found here.

5 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.

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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.

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 Customer Success Plans

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