access
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G-Cloud15
Access Assure
Service Definition

Contents

1 **Service Overview** 3

2 **Onboarding** 5

3 **Additional Service Options** 6

4 **Service & Support Management Details** 6

5 **Account Management & Customer Success** 8

6 **Backup and Disaster Recovery** 9

7 **Business Continuity** 9

8 **ISO27001 Accreditation** 9

9 **Development Life Cycle** 9

10 **Technical Requirements** 10

11 **Service Constraints** 10

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1 Service Overview

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.

Intelligent Monitoring and AI-Powered Insights
Access Assure uses artificial intelligence to learn individual Activities of Daily Living patterns, automatically alerting Alarm Receiving Centres (ARC) or care teams to changes in daily routines that may indicate deteriorating conditions or changing needs. This enables early intervention opportunities, allowing services to be right-sized and right-timed to support people effectively whilst reducing unnecessary visits and optimising the use of stretched workforce capacity.

The platform aggregates both reactive alarm monitoring and proactive 24/7 evidence of waking, nutrition, hydration, bathroom use and home entry patterns to support the independence of vulnerable residents. Real-time data visualisation through secure web and the mobile application enables social care professionals, support workers and care providers to work collaboratively across portfolios of service users, with permissions tailored to individual roles and responsibilities.

Device and Supplier Agnostic Platform
Access Assure delivers device and supplier agnostic connectivity, enabling seamless integration with a wide range of telecare and telehealth devices. From traditional pendant alarms through to sophisticated sensor networks and smart home technologies, the platform supports interoperability across multiple manufacturers and device types. Data inputs can be drawn from paired peripherals and sensors, or through API integration with other datasets, ensuring maximum flexibility and futureproofing as technology evolves.

The browser-agnostic solution is UK-hosted and cloud-based, with cloud elasticity built in to meet demand. All data is encrypted using AES 256 at rest and TLS 2.0 in transit, with no personal data stored on devices. Physical servers are protected by AWS hosting,

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and all user access is authenticated through single sign-on with two-factor authentication and role-based security controls.

Integration with Social Care Systems

Access Assure integrates seamlessly with Access Mosaic social care case management systems, enabling care professionals to access technology-enabled care insights directly within their existing workflows. This integration removes the need for duplicate data entry and supports truly joined-up working across health, housing and social care services. The platform is built on the latest generation of API architecture, offering ease of integration with comprehensive API documentation that meets open data standards.

Family and Carer Engagement

The platform includes a family and friends app that improves wellbeing and creates local capacity by engaging carers and family members as active participants in supporting their loved ones. This approach reduces demand on social care services whilst ensuring families remain informed and connected, with appropriate permissions to view relevant information and receive alerts when needed.

Population Health and Commissioning Intelligence

Beyond individual-level benefits, Access Assure supports population-level analysis. Commissioning teams can use aggregated insights to identify trends, predict demand and target resources more effectively. Environmental monitoring data can identify issues such as fuel poverty, damp and mould, enabling housing interventions. The platform tracks measurable outcomes including independence metrics, safety indicators, wellbeing measures and system benefits, providing commissioners with evidence-based insights to demonstrate value and inform service development.

Security and Compliance

Access holds ISO27001, ISO9001, ISO20000, ISO22301 and Cyber Essentials accreditations. The Assure platform is built using AWS infrastructure and is hosted within the UK. The platform performs daily backups of all data, with automatic resource scaling as demand requires. A tested disaster recovery system enables complete database migration in the event of a major issue. The system undergoes full security penetration testing by external specialists annually, and every software release is screened for vulnerabilities before release.

Core Functionality

AI-Powered Insights

Access Assure uses artificial intelligence to learn individual patterns of daily living and automatically alerts care teams to changes that may indicate the need for intervention, enabling proactive rather than purely reactive care.

Device Agnostic

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The platform supports integration with multiple device manufacturers and types, from traditional telecare equipment to modern IoT sensors, ensuring flexibility and preventing vendor lock-in whilst maintaining quality through TSA standards.

Secure and Compliant
UK-hosted and cloud-based with comprehensive encryption, Access Assure meets rigorous security standards including ISO27001 accreditation, with role-based access controls and full audit trails for regulatory compliance.

Real-Time Visualisation
Clear, intuitive dashboards provide real-time insights including connectivity status, activity patterns and alert histories, accessible through secure web or mobile applications for practitioners, commissioners and approved family members.

Interoperable by Design
Built on open standards and modern API architecture, Access Assure integrates seamlessly with social care case management systems, monitoring platforms and other health and care technologies to support truly joined-up services.

Access Assure platform also incorporates the data from existing 3rrd party hubs allowing you to get started on your ADL migration with your current estate, expanding and enhancing in an affordable and managed way.

Evidence-Based Commissioning
Population-level analytics enable commissioners to identify trends, predict demand, measure outcomes and demonstrate value, with reporting aligned to the Care Act 2014, CQC Adult Social Care Outcomes Framework and sector standards.

Family App
The included family application engages carers and family members as active participants, improving wellbeing, reducing social isolation and creating local capacity whilst reducing demand on formal care services.

Scalable and Reliable
Cloud-elastic infrastructure automatically scales to meet demand, with proven deployment supporting thousands of service users across multiple local authorities, backed by daily backups and tested disaster recovery procedures.

2 Onboarding

Access Implementation Methodology (AIM)
Our consultants follow a comprehensive implementation and benefits realisation process and we propose a scale of project, management and administration that's appropriate

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for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Access has three offerings.

Flightpaths are designed to get you and your team effective quickly with training and educational resources, implementation assistance and logistics planning.

Customer Success Plans Provide you with on-going support, reporting and assistance to check everything is going the right direction and adapt to changing needs and demands over the lifetime of the contract.

Benefits Realisation are customisable engagements to help you realise the quality, financial and change management outcomes from moving from a reactive to a proactive TEC service using the Assure platform. We support you to benchmark and scope the change ambitions at the start, the steps and changes needed to get there, and assistance in measuring and communicating the financial and quality benefits from your ADL deployments.

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Additional Access TEC Assure Remote/in-Person User Training	Assure Training for Additional Users of the Assure System.
Project Management Support	Project Management Input & Support.
Bespoke Assure Dashboard Development	Bespoke Development of Assure Dashboard Functionality including Report Development, Custom Screens & Custom Rules.
Bespoke Peripherals Integration	Bespoke Integration of 3rd Party Sensors and/or Peripherals with the Assure Solution.
Family/Wider Care Circle Benefits Session	Facilitated Workshop(s) to Explore How The Inclusion of The Wider Family/Circle of Carers & Your Support Of Them Can Benefit Service Delivery & The Achievement of Better Personalised Outcomes Through the Use Of The Assure AT Solution.
System API Integration(s)	Custom API integration(s).

4 Service & Support Management Details

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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.

We provide 3 main support plans for Access TEC Assure 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 Access Customer Success Plans

Get to know our knowledge base

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Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community
Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

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6 Backup and Disaster Recovery

The Access TEC Assure solution is delivered via an Amazon Web Services cloud infrastructure with all of the continuous backup and DR one might expect from the world's #1 cloud hosting platform including mirror instances of the system to ensure zero data loss.

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing your account manager or Access TEC Support.

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access TEC Assure has a detailed roadmap of improvements driven both by customers and by our own vision. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

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10 Technical Requirements

Access TEC Assure runs on any computer or mobile device with a browser and Internet connectivity.

Web Browsers
Microsoft Edge, Firefox, Safari, Google chrome

Mobile Devices
IOS, Android

11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99% of each calendar month.

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