G-Cloud15
Access Engage
Pricing Document

1. Access Engage

Access Engage Comms is a cloud-based internal communications platform designed to help organisations connect, inform and engage their workforce. Working like the social media apps employees are already familiar with, Engage Comms enables companies to reach staff quickly and effectively across any device.

Our platform transforms internal communications by bringing together social feeds, targeted messaging, community spaces and event communication into a single, intuitive solution that drives higher engagement than traditional email communications.

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

Core Communications Features

- Social Feed: Company-wide wall for news, updates and announcements with likes, comments and sharing
- Communities: Create dedicated spaces for departments, locations, projects or interest groups (public or private)
- Pinned Articles: Highlight important content with up to three pinned articles at any time
- Events Management: Create and promote company events with physical or digital locations
- AI Content Generation: Help employees and admins create polished posts or articles quickly with built-in AI assistance

Multi-Channel Delivery

- In-platform notifications and social feed
- Email notifications for mentions and important updates
- Mobile push notifications via dedicated app
- Targeted messaging to specific audiences, departments or locations

Administrative Control

- Granular permissions for who can post, comment and like
- Admin-only posting options for corporate communications
- Post on behalf of senior leaders (e.g., MD, CEO messages)
- Tag management and notification preferences
- Integration with PeopleXD/People HR/Evo for automatic user synchronisation

Platform Features

- Single sign-on (SSO) via Access Evo platform
- Native mobile app for iOS and Android (Engage app)
- Real-time analytics and engagement dashboards

Helping to Achieve Business Benefit

Engage Comms helps organisations deliver tangible business value through:

- Higher engagement: Social-style interface drives better open rates and interaction than email

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- Connected workforce: Unite remote, hybrid and office-based teams in one digital space
- Culture building: Bring company values to life through shared stories and recognition
- Targeted reach: Ensure the right messages reach the right people through communities and audience segmentation
- Measurable impact: Track engagement with dashboards showing views, likes, comments and reach

2. G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Engage. 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 Engage	Monthly Cost Per Person (£ Excluding VAT)
• Social Feed • Articles • Events • Communities • AI Content Assistance • Analytics • Admin Control	£1.00

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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3. Implementation Methodology

Engage Comms is designed for rapid deployment with minimal IT involvement. As a cloud-based solution integrated with the Access Evo platform, your organisation can be live and communicating 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 (standalone comms)	2-3 weeks
With HRIS integration (PeopleXD/People HR)	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 communications strategy and goals
- Community structure planning
- User permissions and posting rules defined
- Integration setup (SSO, HRIS connectivity)

Week 2: Configuration & Training

- Communities created and configured
- Admin training delivered
- Initial content templates prepared
- Mobile app deployment guidance
- Test posts and user acceptance

Week 3-4: Launch

- Go-live support
- Employee onboarding communications
- 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
- Implementation Team oversees configuration and setup

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- 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:

- Communications lead with authority to approve platform structure and content approach
- Someone who can provide access to basic employee data (or confirm HRIS integration)
- 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.

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

Standard Support Hours

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

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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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