

G-Cloud15

Access Webroster

Pricing Document

1 Access Webroster

Access Webroster care rostering allows over 300 care businesses including Local-Authority Reablement services to deliver an efficient, compliant and quality service. Including worker and client management, powerful rostering, payroll and billing, monitoring and self-service, it is an easy-to-use, scalable and powerful part of the Access Workspace for Care. For outstanding care.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Webroster. Pricing is based on number of employees.

Number of Users	1-249	250-499	500-999	1000+
Access Webroster – Licence per employee per month	£5.29	£5.04	£4.62	£4.35

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

Additional options

Number of Users	1-249	250-499	500-999	1000+
Mapping Service – Licence per employee per month	£1.50	£1.35	£1.20	£1.05
Employee Portal – Licence per employee per month	£1.00	£0.90	£0.80	£0.70
Client Portal – Licence per employee per month	£1.00	£0.90	£0.80	£0.70
CM2000 integration	£45.00	£45.00	£45.00	£45.00

Webroster API	10% of the total SaaS licence fees
Testing / Training Environment	10% of the total SaaS licence fees

Customer Success Plan	Standard	Premium
Added as a % to the SaaS licence fees above	15%	25%

Implementation Fees: Implementation fees are based on the level of service needed based on the size and complexity of the customer requirement. Additional services, as agreed with the customer may be purchased on a day rate basis.

Implementation Level	Flightpath A	FlightPath B	FlightPath C
One-off fee	£720	£3,200	£7,700

One Off Fees	Amount (£)
Mapping Services	£125
Employee Portal	£125
Client Portal	£125
Access Workspace for Care	£187.50*
CM200 Integration	£495
Testing Environment	£295

*Mandatory fee

Notes on Pricing / additional services

- Annual fees invoiced annually in advance
- Implementation fees invoiced in advance
- Fees include Access Workspace for Care
- Minimum licence requirements: 20 employees
- Fees exclude 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 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.

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.

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 2 main support plans as detailed below.

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](#)

