access
freedom to do more

G-Cloud15 Access Legal Compliance Pricing Document

1 Access Legal Compliance Services

Our specialist team delivers risk and compliance advisory and consultancy services focusing on regulatory and quality standard compliance. Services include outsourced File Audits, Complaint Management, Compliance health checks, AML audits, GDPR audits and Lexcel reviews.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Legal Compliance Services, with each solution based upon a day rate cost of £1,000 + VAT per day. All costs are annual costs.

Compliance Helpline
1. £600 per annum (one hour per month)
2. £1,200 per annum (two hours per month)
3. £1,500 per annum (three hours per month)

Outsourced Audits
Quarterly Audits with a summary report of findings.
£1,000 per day of auditing required
£500 per report (one report per quarter)

Subject to content of files, expectation is 20 files audited per day.

Example: Firm A has 20 fee-earners and requires 3 files to be audited per fee earner per quarter. Total number of files to be audited per quarter = 60. Cost equates to 3 days auditing plus one report = £14,000 per annum.

Compliance Review
3.5 days = £3,500

Anti-Money Laundering Review
2.5 days = £2,500

Data Protection Review
3.5 days = £3,500

Accreditation Review
4.5 days = £4,500

Documents Review
£1,000 per day - subject to number of volume of documents to be reviewed and number of days required.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Policies & Precedents
No day rate requirement.
£800

Bespoke Governance
Bespoke Compliance Services projects. Scope agreed with client in advance. Priced at £1,000 per day required.

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Excludes VAT

3 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 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

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

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

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved