G-Cloud15
Access Raise
Pricing Document

access
freedom to

1 Access Raise

Access Raise (formerly Access Charity Websites) is a cloud-based digital fundraising and awareness platform designed specifically for charities and not-for-profit organisations. The solution combines website management, content management system (CMS), online donation processing, fundraising campaign management, event ticketing, e-commerce, and Gift Aid automation in a single integrated platform powered by AI. Built on Access Evo, the platform includes AI-powered content creation, SEO optimisation tools, peer-to-peer fundraising, appeal management, in-memory campaigns, supporter engagement tools, and comprehensive reporting and analytics. Access Raise integrates with Access Charity Ad Grants to drive targeted traffic through managed Google Ads campaigns, and connects seamlessly with other Access Not-for-Profit solutions including Donorfy CRM, Access Assemble volunteer management, and payment processing platforms.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for each tier of Access Raise.

Tier	Annual Licence
Starter	£2,500
Standard	£5,200
Access Donate	£1,000

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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Customer Success

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	£10,000

Notes on Pricing / additional services

- Pricing includes design, development, the associated Success Plan and Access Evo
- Annual Licence includes hosting, licensing and the continued use of Access Evo and ongoing support i.e., Essential or Standard Success Plan
- Annual fee invoiced annually in advance
- Additional strategy, training and bespoke build sessions available at additional cost
- Excludes VAT

3 Implementation Methodology

Select the planning approach that suits you:

1. Headstart is an intelligent tool that learns about your objectives, your audiences, and analyses over a decade of data from over 1,000 charity websites to suggest a best-in-class website design that will ensure you achieve your goals. HeadStart sorts through millions of potential permutations to help you build beautiful, emotionally engaging websites at no up-front cost.

2. Strategy sessions, where your team will work with an experienced not for profit digital strategist. At this point we focus on your objectives, creating a bespoke strategy that gets to the heart of how your website can help you achieve your organisation's goals. Following your strategy workshop, our design team will build a bespoke website from scratch, giving you a style and aesthetic unique to your organisation, informed by the experience of over 1,000 website projects.

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

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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 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

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