

G-Cloud15 AICP Pricing Document

1 Access AICP

The Access Intelligent Care Platform (AICP) is an AI-enriched operational improvement platform that integrates people, processes, and systems across the health and social care continuum. As Access Group's first focused launch of AI capability within the healthcare sector, AICP addresses the critical challenge of communication silos between organisations, improving patient outcomes and operational efficiency.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for AICP.

Core Solution (Access to Access products)

The core module (including a single feed) is charged at **£30,000 per annum per feed**. There are then additional charges based on the number of users as shown below.

User	1-100	101-250	250-501	501-1000	1001-2500	2501-5000	5001+
Annual cost per user per feed	£30	£27	£24.30	£21.88	£19.70	£17.74	£15.96

Additional Feeds

Additional data feeds with third parties (non-access products) are charged at **£30,000 per annum per feed**. There are then additional charges based on the number of users as shown below.

User	1-100	101-250	250-501	501-1000	1001-2500	2501-5000	5001+
Annual cost per user	£30	£27	£24.30	£21.88	£19.70	£17.74	£15.96

Customer Success

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25%

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

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Implementation fees start at £45,500, but may vary depending on total number of feeds and the complexity of the site
- Excludes VAT

Assumptions & Conditions

- The customer acknowledges that Access UK has little control over downstream feeder systems that are not Access UK solutions. The customer accepts that Access UK has no control over non-Access UK software solutions or their feeder systems.
- For third party data feeds the customer is responsible for engaging both Access and the third party and establishing a data sharing agreement where required.

Example

A site with a single Rio feed (Access product) and 5,001 users would be charged an annual fee of **£109,815.96** (£30,000 annual feed fee + £79,815.96) plus an initial £45,500 implementation charge.

3 Implementation Methodology

Access has over 20 years' experience in delivering clinically driven, enterprise-wide solutions within the Mental, Community and Child Health market with a proven track record of delivering our software into organisations on time and to budget. Access has developed an implementation approach, based on Prince 2 which is mature and has well proven project management processes, for which Access has maintained ISO9001 accreditation since 1987.

Through collaborative dialogue Access will gain a good understanding of the customers' requirements and business drivers. Access will propose a staged implementation approach that will deliver AICP as a cloud-based solution in a timescale and manner that minimises risk and disruption to customer services. Access will work in partnership with the customer to configure the system to support clinical and administrative workflows appropriate to their specific operational requirements.

Access' approach to the implementation is to assist and support the customer with their deployment whilst acknowledging that the project is owned by the customer. The emphasis is to transfer skills to allow the customer to carry out local configuration and system administration successfully and confidently of AICP beyond the project phase and to manage the ongoing configuration, with Access providing support.

Implementation Approach

Access AICP implementations follow a collaborative, phased approach tailored to each customer's specific requirements and operational context. The implementation methodology is designed to ensure successful adoption while maintaining continuity of clinical services.

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 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 [Customer Success Plans](#)