

# Esuasive

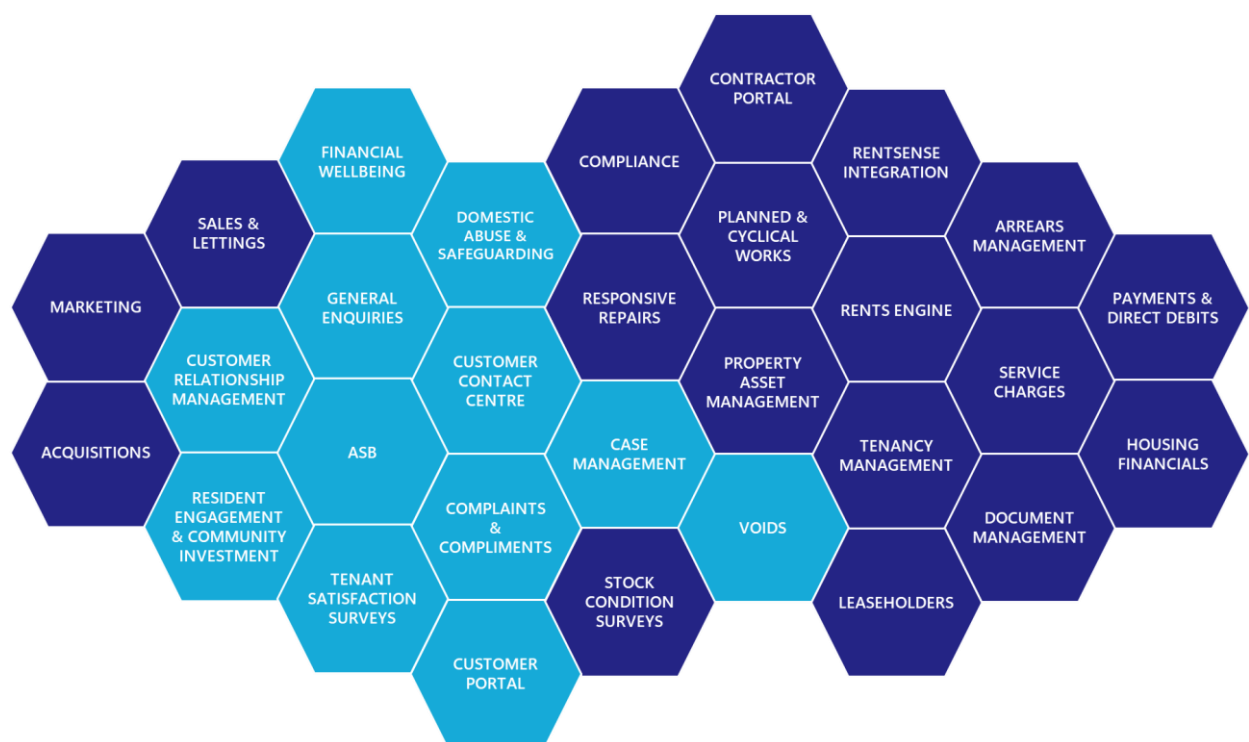
Esuasive Housing:  
CRM and Customer Service

G-Cloud 15 Pricing

## About Esuasive Housing

Capture every customer interaction, schedule and track every repair, keep on top of asset maintenance, ensure compliance, and manage rents, service charges and arrears, all in a single, integrated, modular, cloud-based system which you control.

Esuasive Housing is a suite of pre-configured, ready-to-run social housing modules leveraging the flexibility of the Microsoft Cloud and built on Dynamics 365, Power Apps, Power BI, Power Portals and SharePoint, all linked to a single data repository – the Dataverse – that allows you to connect customers and teams, streamline business processes, deliver customer self-service and generate insights from data across the organisation.



Esuasive Housing: Conceptual Model

Customers can choose to implement Esuasive Housing within a single project, or incrementally as part of a legacy systems replacement / digital transformation programme.

This pricing document covers the implementation and licensing of Esuasive Housing CRM and Customer Service. Please see our other G-Cloud 15 listings for more detailed information relating to the implementation and licensing of other Esuasive Housing solution components, including:

- Esuasive Housing Omnia
- Esuasive Housing Property Asset Management
- Esuasive Housing Responsive Repairs
- Esuasive Housing Rents, Service Charges and Payments
- Esuasive Housing Arrears Management

# Esuasive

- Esuasive Housing Sales and Lettings
- Esuasive Housing Complaints and Compliments
- Esuasive Housing ASB
- Esuasive Housing Domestic Abuse and Safeguarding
- Esuasive Housing Tenancy Management
- Esuasive Housing Financials

Local Authority customers may also wish to explore:

- Esuasive Dynamics 365 and Power Apps for Local Authorities
- Esuasive Homelessness Application Management and Reporting

Esuasive also supports local authorities and housing associations looking for external professional support and maintenance for existing, in house, legacy Microsoft Dynamics applications, and for those wishing to migrate on premises Dynamics 365 applications to the Microsoft Cloud. These services are provided by Esuasive under G-Cloud 15 Lot 3, Cloud Support. Please see the relevant listing for further details.

## Pricing

### Software licence

Esuasive Housing CRM and Customer Service is licensed on a per user per month basis, as set out below:

|                         | Price pupm |
|-------------------------|------------|
| First 25 user licences  | £ 24       |
| Next 125 user licences  | £ 22       |
| Next 200 user licences  | £ 20       |
| Additonal user licences | £ 18       |

Please note:

- Esuasive's Marketing module is based on a third-party product, ClickDimensions. Additional ClickDimensions licence fees may apply.
- Esuasive's Customer Surveys module, including Tenant Satisfaction Surveys and Triggered Surveys, is built using Microsoft Customer Voice. Additional licence fees may apply.

### Implementation

Implementation of Esuasive software is carried out by Esuasive's Professional Services team, working closely and collaboratively with your in-house team to achieve a successful outcome. Implementation on an Adopt basis is charged on a fixed-cost basis, as set out below:

|                              | Fixed charge |
|------------------------------|--------------|
| Implementation (Adopt basis) | £ 50,000     |

Please note, Esuasive offers two styles of implementation:

Adopt: Implementation of standard Esuasive solution functionality.

Adapt: Implementation of the Esuasive solution with customisations to meet specific requirements.

#### Adopt Implementations

In an Adopt implementation:

Esuasive takes responsibility for the following:

- Project management, in conjunction with the customer project manager
- Configuration of system workflows to route activities and/or cases to specified queues / individuals
- Configuration of customer-specific target times / SLAs embedded within the Esuasive solution
- Providing advice on Microsoft and other third-party licensing
- Set up of environments (Dev, Test, Prod)
- Provision of pre-formatted data mapping / data load templates, to be populated by the customer with data to be migrated to the Esuasive solution
- Training for customer technical staff / superusers in how to load data into the Esuasive solution
- Deployment of the Esuasive solution through the environments
- Train-the-trainer training on all standard functionality

- Training for customer sysadmins covering managing role/user security
- Training for 'superusers' in how to create / amend email and document templates
- Provision of standard reports, views, charts and dashboards
- Training on how to create, amend or extend reports, views, charts and dashboards
- Support of customer-led module testing, system testing and user testing
- Cutover to Production ('Live')
- Hypercare

The customer team is responsible for:

- Customer-side project management
- Data migration, data cleansing, data archiving
- Migration/creation of email and document templates
- User testing
- Customer-side cutover activities
- Decommissioning of redundant systems

On request, Esuasive will take responsibility for any or all of the above as a separately agreed service component, priced at Esuasive's standard SFIA rates.

## Adapt Implementations

For customers who have specific requirements not supported 'out of the box' by Esuasive, an Adapt implementation may be suitable.

Adapt implementations typically incorporate all of the implementation project stages and tasks listed under Adopt, above, but will tend to also include some or all of the following:

- Discovery, scoping, roadmapping, phasing
- Detailed requirements definition
- User Design workshops
- Customisation of the Esuasive solution to meet customer-specific and agreed additional requirements and designs, and to deliver these as changes and/or enhancements to the Esuasive core solution.
- Development of non-standard interfaces and/or integrations to other systems or online services
- Development of additional reports, views, charts and dashboards
- Provisioning of additional environments
- Additional training to cover customer-specific changes / enhancements

The additional effort required to complete an Adapt implementation can only be estimated when customer requirements are fully defined. Adapt costs are therefore not included in the Adopt implementation fee above. Additional work required for an Adapt implementation will be delivered as a separately agreed service component, priced at Esuasive's standard SFIA rates.

## Post-implementation support and software maintenance

Post-implementation support includes:

- Hypercare: priority-response support in the immediate post go-live period
- Long term support: responsive support in line with Esuasive's standard SLA

Bug-fix support for Esuasive licensed software solutions is included within the Esuasive software licence fee.

Support for non-Esuasive software products and/or customer-developed software can be included. This may incur additional cost.

User support, if required, may be purchased separately.

Software maintenance, i.e. the provision of Esuasive software updates, is included within the Esuasive software licence fee. At the customer's request, Esuasive will take responsibility for applying / implementing major updates, in which case, and subject to agreement, professional services charges may apply.

## Microsoft Licensing

Esuasive software is developed using Microsoft and other vendors technology products, and Esuasive software solutions are designed to run within the Microsoft Cloud. Customers are responsible for ensuring that users of Esuasive software are assigned an appropriate Microsoft and/or other vendor software license, and for procuring additional run-time resources, e.g. storage capacity, if required. Esuasive can advise on licensing and can provision Microsoft and/or other vendor licences on request. Such charges will be calculated separately.

Please note, all users (including 'service accounts') will normally need to be assigned either a Dynamics 365 licence or a Power Apps licence. Whilst a Power Apps licence will be suitable for most users, for some a Dynamics 365 licence may be appropriate, for example, for users who need enhanced Microsoft-provided functionality, e.g. Omnichannel Customer Engagement, where a base Dynamics 365 licence is a prerequisite.

## Additional notes

Esuasive's software licence fees are chargeable from go live of any part of the Esuasive solution, based on anticipated utilisation of the solution.

Esuasive software licence fees are invoiced quarterly in advance, with true up to actual utilisation as required.

Esuasive fixed-cost professional services relating to implementation of Esuasive software components are invoiced as follows: 20% on contract signature, 20% on sign-off of detailed design, 30% on deployment of the Esuasive solution to the Test environment ready for system testing or user testing; 25% on go-live, 5% at the end of the hypercare period. Where the deployment of functionality ready for system or user testing, go-live, or end of hypercare milestones are staggered to facilitate incremental delivery of functionality, Esuasive charges are prorated accordingly.

Esuasive professional services not included within the scope of a fixed-cost Adopt implementation are charged per day, prorated if required, in line with each agreed Statement of Work and at our standard day rates:

| <i>Role</i>                          | <i>£/day</i> |
|--------------------------------------|--------------|
| Director                             | 1600         |
| Project Manager                      | 1200         |
| Technical Architect / Technical Lead | 1040         |
| Senior Consultant / Functional Lead  | 960          |
| Consultant                           | 890          |

Esuasive professional services are invoiced monthly in arrears based on time worked.

It is assumed that all users of Esuasive software have already been or will be assigned a Microsoft 365 / Office 365 or equivalent licence enabling the use of Microsoft Office products such as Outlook, Word, Excel, SharePoint, Teams, etc.

To take advantage of Microsoft AI features, users may need to be assigned an appropriate Microsoft Copilot software licence.

Implementation charges exclude reasonable travel expenses and subsistence costs relating to any work which at the customer's request and by agreement is performed at the customer's premises.

Prices shown are exclusive of VAT.

Final agreed costs will be subject to due diligence prior to contract to ensure that the provision and pricing of Esuasive software licences and associated professional services charges is in accordance with this pricing document.