

Esuasive

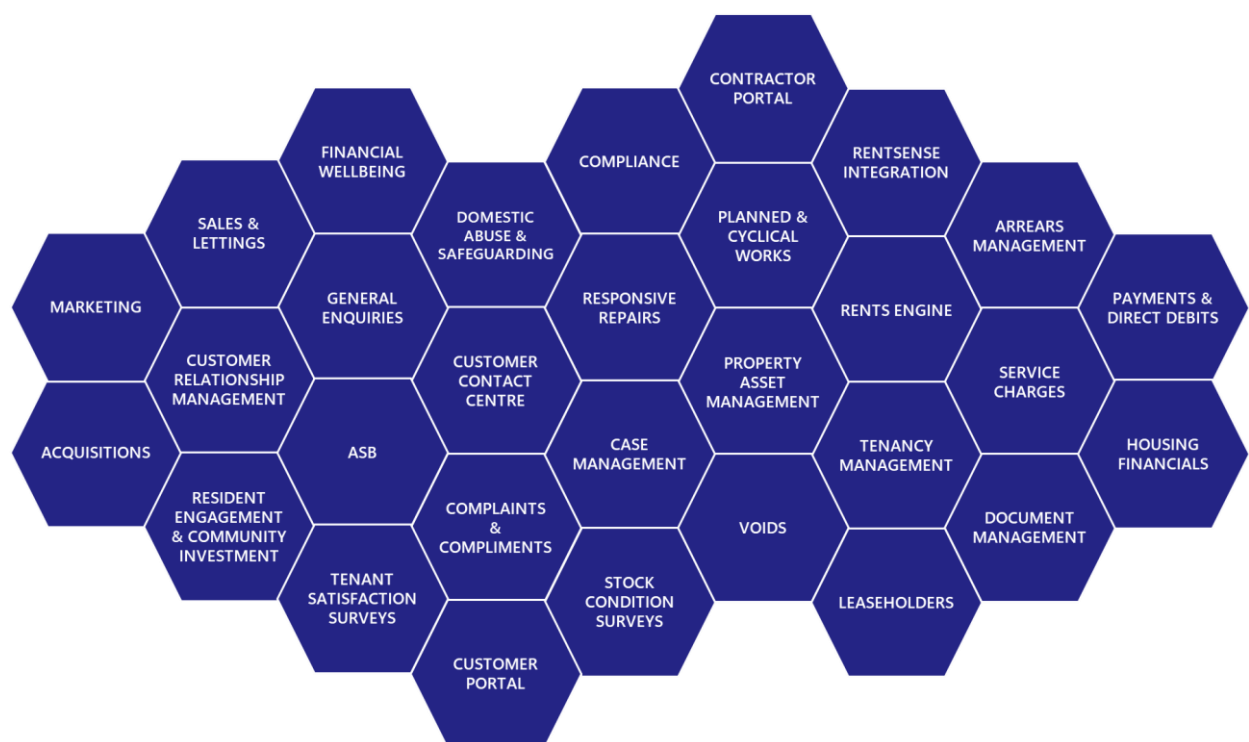
Esuasive Housing

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 Omnia – our complete solution. Please see our other G-Cloud 15 listings for detailed information relating to the implementation and licensing of individual Esuasive Housing solutions components, including:

- Esuasive Housing CRM / Customer Service
- 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 Omnia

Esuasive Housing Omnia components include:

- Esuasive Housing CRM / Customer Service
- Esuasive Housing Property Asset Management
- Esuasive Housing Responsive Repairs
- Esuasive Housing Sales and Lettings
- Esuasive Housing Tenancy Management
- Esuasive Housing ASB
- Esuasive Housing Safeguarding and Domestic Abuse
- Esuasive Housing Arrears Management

Esuasive Housing Omnia components are 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

Software licence: Esuasive Housing Rents, Service Charges, and Payments

Esuasive Housing Rents, Service Charges, and Payments is licensed based on the number of tenancy accounts processed, charged per month, as set out below:

Price pm		
Up to	1,000 tenancy accounts	£ 500
Up to	2,000 tenancy accounts	£ 1,000
Up to	5,000 tenancy accounts	£ 2,000
Up to	10,000 tenancy accounts	£ 3,000
Up to	25,000 tenancy accounts	£ 5,000
Up to	50,000 tenancy accounts	£ 7,000
More than	50,000 tenancy accounts	£ 9,000

Software licence: Esuasive Housing Financials

Esuasive Housing Financials is licensed as an add-on solution to Microsoft Dynamics 365 Business Central. The licence fee is based on the number of Finance users*, charged per month, as set out below:

Price pupm		
Up to	10 Finance users	£ 24
Up to	25 Finance users	£ 22
More than	25 Finance users	£ 20

* Finance users are defined as those users assigned a Microsoft Dynamics 365 Business Central Essentials licence or Premium licence; users assigned a Dynamics 365 Team Member licence do not require an Esuasive Housing Financials licence.

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.

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 typically 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

Please note, where the implementation project also includes Esuasive Housing Financials, additional Finance-specific work is included. Please see our separate G-Cloud 15 Esuasive Housing Financials listing for details.

The customer team is typically 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

Please note that where the implementation project also includes Esuasive Housing Financials, additional Finance-specific work is specified. Please see our detailed G-Cloud 15 listing under Esuasive Housing Financials.

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

Implementation on an Adopt basis can be completed at fixed cost when scope – which modules are to be implemented – is agreed. Implementation on an Adapt basis can only be estimated when customer-specific requirements are fully defined. On request, Esuasive can also take responsibility for customer-side implementation activities as a separately agreed service component.

Implementation services are charged 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. Please note, all users (including 'service accounts') must be assigned an appropriate Microsoft Dynamics or Power Apps licence. Esuasive can advise on licensing and can provision Microsoft and/or other vendor licences on request. Such charges will be calculated separately.

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 are charged per day, prorated as necessary, in line with each agreed Statement of Work and our standard SFIA rate card, and 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.