MRI SwapTracker

MRI SwapTracker provides a case management system that enables landlords to significantly reduce the level of administration required to complete the Mutual Exchange process from initial application to decision.
Tenants applying for an exchange have their own online customer portal which increases transparency and minimises enquiries and contact.

Our solutions include:

- Unrestricted access to support for trained users within support hours for the duration of the contract.
- Regular software updates for the duration of the contract.
- Unlimited access to client support portal.
- MRI standard hosting service.

Number of managed properties*	Annual Pricing
0-199	£144
200-499	£291
500-999	£585
1,000-1,499	£1,173
1,500-1,999	£1,761
2,000-2,499	£2,350
2,500-4,999	£2,937
5,000-7,499	£3,525
7,500-9,999	£4,113
10,000-12,499	£4,702
12,500-14,999	£5,288
15,000-17,499	£5,878
17500-19,999	£6,465
20,000-49,999	£0.42 per property
50,000+	£0.28 per property

* defined as the number of properties as reported annually to the Regulator for Social Housing or equivalent regulator in Wales, Scotland or Northern Ireland.

Customer Loyalty Discount – MRI SwapTracker

We value your partnership – and we believe loyalty should be rewarded.

We're pleased to offer a loyalty-based discount on MRI SwapTracker for customers who are already using the MRI broader solution ecosystem.

- Enjoy a 5% discount on MRI SwapTracker if you're already using one of the following solutions: MRI Housing One, MRI Housing Enterprise, MRI Repairs, MRI Asset.

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- Enjoy a 10% discount on MRI SwapTracker if you're already using two of the following solutions: MRI Housing One, MRI Housing Enterprise, MRI Repairs, MRI Asset.
- Enjoy a 12.5% discount on MRI SwapTracker if you're already using three of the following solutions: MRI Housing One, MRI Housing Enterprise, MRI Repairs, MRI Asset.

Assumptions

- All prices do not include tax
- The Fee is invoiced annually in advance and will be due from contract signature
- Annual pricing excludes any required Professional Services.
- Invoices may be billed from the following MRI Software companies:
    - MRI Software Limited
    - MRI Software EMEA Limited
    - MRI Community Software Limited
    - MacMunnis Limited
    - Orchard Information Systems Limited
    - Housing Partners Limited
    - Castleton Technologies Limited
    - Castleton Limited
    - FSI (FM Solutions) Limited
    - Springboard Research Limited
    - Real Asset Management Limited
    - eSight Energy Limited

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MRI Implementation and Professional Services Fees

	Notes	Hourly Rate
Project Management	Project coordination services to plan, manage and oversee delivery activities.	**£200 per hour**
Consulting	Advisory services supporting configuration, process alignment and best-practice adoption.	**£200 per hour**
Training	User training services to support system understanding and effective day-to-day use.	**£200 per hour**
Technical Services	Specialist technical services supporting integration, data activities and system configuration.	**£200 per hour**

Complementary MRI Services available on G-Cloud 15

Managed Services
Ongoing operational support services to manage agreed systems and environments.

Complementary MRI Solutions available on G-Cloud 15

MRI HomeSwapper – integrates with MRI SwapTracker for a seamless home swapping process - from tenants finding someone to swap with through to Mutual Exchange application, review and decision.
MRI Agora Insights – Business Intelligence and reporting platform bringing all your MRI solution data into one place giving you valuable insights into your organisation's performance. Includes MRI Ask Agora, our AI tool enabling you to query your data using simple plain text (without the need for any database knowledge).

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