

MRI Communications Manager

MRI Communications Manager enables sending and receiving digital messages (SMS/email reminders, surveys, notifications, etc) with customers. Enhancing customer service, enabling you to adapt operations; achieve digital transformation and reduce costs. Delivering 24/7 instant communication in multiple languages driven by information held in your back-office systems.

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.

MRI Communications Manager	Notes	Annual Pricing
Tier 1	up to 1,000 Managed units	£11,500
Tier 2	up to 2,000 Managed units	£17,000
Tier 3	up to 4,000 Managed units	£22,500
Tier 4	up to 10,000 Managed units	£28,000
Tier 5	up to 30,000 Managed units	£32,500 + £1 per additional unit

Optional Extras

MRI Messaging (outgoing SMS bundles)	Pricing
Up to 10,000	£1,435
Up to 25,000	£2,965
Up to 50,000	£4,940
Up to 100,000	£8,325
Up to 150,000	£12,280
Up to 250,000	£17,325
Up to 500,000	£28,505
and then <u>per additional 250,000</u> messages (above 500,000 messages)	£14,000

Complementary Solutions

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).

Assumptions/Exclusions

Included within this Cloud service offering is:

- Implementation of the standard solution with one SMS mobile number
- One day's training services (additional training can be purchased - see SFIA rate card)

Excluded within this Cloud service offering:

- Bundled SMS are not included (see separate pricing)

Pricing does not include implementation services unless stated, they will be charged at the rate listed in the Skills For the Information Age (SFIA) rate card

All prices do not include VAT

The annual pricing is invoiced annually in advance and will be due from contract signature

Standard implementation services to onboard and configure the solution to provide standard functionality will be included in the contract. Subsequent services, or services in addition to those delivered as standard, may be subject to further scoping and cost in line with the published SFIA. Services for implementation are assumed to be delivered remotely, and if a client requests consultancy to be delivered on site then they are subject to travel and accommodation expenses

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

MRI Implementation and Professional Services Fees

	Notes	Hourly Rate
Project Management	Project coordination services to plan, manage and oversee delivery activities.	£162 per hour
Consulting	Advisory services supporting configuration, process alignment and best-practice adoption.	£162 per hour
Training	User training services to support system understanding and effective day-to-day use.	£162 per hour
Technical Services	Specialist technical services supporting integration, data activities and system configuration.	£162 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 Agora Insights

MRI Secure Sign

MRI Energy Management

MRI OnLocation People Presence

MRI OnLocation Footfall Analytics

MRI Workplace Central