Customer Central

MRI Customer Central, a purpose-built, SaaS, Customer Relationship Management solution to record customer contacts and cases. CRM 360 customer dashboard presents key information from complementing MRI solutions, streamlining contact and case management. Incorporating Artificial Intelligence (AI), manage customer engagement across your unified communications platform, targeting services whilst achieving digital transformation.

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.

Customer Central Pricing	Number of Properties in Management *	What's Included	Annual Pricing
For clarity and avoidance of doubt, excluded within this cloud service offering is: • Implementation and configuration (this effort will be scoped dependent on size and requirements of the organisation). • Training • Onboarding data migration but this can be purchased separately.	0 - 2500	Housing Enterprise integration	**£28,628.16**
	2501 - 10000	Housing Enterprise integration	**£49,942.23**
	10001 - 30000	Housing Enterprise integration	**£71,570.39**
	30000 - 50000	Housing Enterprise integration	**£107,355.59**
	50000+	Housing Enterprise integration	**£138,140.78**

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

Customer Loyalty Discount – MRI Customer Central
We value your partnership – and we believe loyalty should be rewarded.

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

Enjoy a 5% discount on MRI Customer Central if you're already using **one** of the following solutions: MRI Safer Communities

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Optional Extras

MRI Messaging

MRI Messaging Pricing	Notes	Annual Pricing
Achieve cost efficiency by utilising MRI Messaging for all your SMS messaging requirements.	Outgoing SMS Messages (Messaging Bundle) 10,000 - £1,435 25,000 - £2,965 50,000 - £4,940 100,000 - £8,325 150,000 - £12,280 250,000 - £17,325 500,000 - £28,505 - and then per additional 250,000 messages, above 500,000 messages, £14,000 **Note:** The Messaging Bundle includes one virtual number as standard. Additional virtual numbers are available at an additional cost of £500 per annum per number.	**From £1,435**

Complementary Modules

The following complementary solutions are available for purchase also via GCloud and allow a housing organisation to deliver housing management, housing options and repair services for their housing organisation. Please see the service definition document for more detail of the following complementary solutions that closely align with MRI Customer Central.

MRI Housing Enterprise

MRI Safer Communities

MRI Service Charges

MRI Asset Management

MRI Repairs

MRI Allocations

MRI Income Analytics

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. Include 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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Assumptions/Exclusions

- Pricing includes integration to MRI Housing Enterprise.
- 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 rates below. 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

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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.	**£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 Secure Sign
MRI Energy Management
MRI OnLocation People Presence
MRI OnLocation Footfall Analytics
MRI Workplace Central

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