

MRI FindMyEngineer

Reduce no access rates and enhance your resident experience. Our 'uber style' solution ensures that residents kept informed with real-time updates and accurate ETAs, improving confidence and attendance.

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.

Solution	Notes	Annual Pricing
Core Solution ~ MRI Find My Engineer	Includes: • Operative Licensing (20 operatives) • Cloud Hosting • SMS Bundle ~ supports appointment confirmation and booking reminders (10,000 SMS) • Administration Portal • Live View • Workflow Configuration • Customised Branding • Surveys • Messaging • Reporting • User Configuration	£9,900
Additional Operatives	Per additional operative per annum (as defined in Operative Banded Pricing Model below)	From £195

MRI Find My Engineer – Operative Banded Pricing Model

MRI Find My Engineer user licensing is based on a compound-banded pricing model, where the unit price decreases as the volume of usage or purchases increases. Note that:

- Volume thresholds ("bands") are defined as per follows: 1-20 users, 21-50 users, 51-100 users, 101-200 users, 201-500 users, 500+ users
- Each band has a specific price per user that applies only to the user within that band.
- As usage increases, customers automatically move into the next lower-price band(s) for additional users.

Band	# Users band	User Range	Price Per User within band (£)
Band 1	1-20	First 1-20	<i>Incl.</i>
Band 2	21-50	Next 30	£320
Band 3	51-100	Next 50 users	£305
Band 4	101-200	Next 100 users	£280
Band 5	201-500	Next 300 users	£245
Band 6	501+	All Further Users above 501 (<i>per user</i>)	£195

For clarity and the 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 additionally (see SFIA rate card)

Optional Extras

MRI Messaging

	Notes	Annual Pricing
MRI Messaging 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

Please see the service definition document for more detail of the following complementary solutions that closely align with MRI Find My Engineer.

- MRI Repairs
- MRI Maintain
- MRI Evolution
- MRI Agora Insights
- MRI Agora Insights – Dashboard Pack; MRI Find My Engineer

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 which may be subject to further scoping and cost in line with the published rates. 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
- 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

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

MRI Managed Services

Managed Services

In addition to our regular Professional Services, we can also provide 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