

MRI Repairs

MRI Repairs (AccuServ) is a comprehensive workforce management solution purpose-built to support the end-to-end delivery of property and asset repairs and maintenance services in the Social Housing sector. It enables organisations to efficiently manage both day-to-day responsive repairs and more complex workstreams, including voids, planned programmes and cyclical maintenance.

The solution supports modern ways of working through mobile applications that empower operatives in the field, alongside intelligent scheduling to optimise resources and appointments. Core capabilities include stores, van stock, materials management, job costing, purchasing, and BI dashboard reporting, providing full operational and financial visibility.

MRI Repairs (AccuServ) integrates seamlessly with housing management, finance, and merchants' systems, ensuring accurate data flow, reduced manual effort, and a joined-up approach to service delivery.

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.

Solutions	Notes	Annual Pricing
Core Solution ~ MRI Repairs	Includes: • MRI Repairs ~ Job Manager Core • Responsive Repairs • Voids, Planned, Complex Jobs ~ Event & SOR Management • Compliance including Gas Servicing • Stores Stock • Van Stock • Sub-Contractor Portal • Client Portal • MRI Repairs Mobile • Core Tile Reporting • MRI Repairs Integration Framework • Native MRI Housing Management Systems integration Users: • 5 MRI Repairs Admin Users • 25 MRI Repairs Users Data: 1TB of storage capacity	£78,030
Additional Storage	Per additional 1TB storage	£1,390

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External Integration	- Standard Non-native MRI Housing Management Systems Integration: Supported Supplier / Solutions Only (Per Supplier Integration) – £14,500 - Standard Finance Integration: Supported Supplier / Solutions Only (Per Supplier Integration) – £14,500 - Supplier BASDA/API Integration: Supported Supplier / Solutions Only (Per Supplier Integration) – £8,700 - Outgoing Text Message Integration Standard ~ Excludes Text Message Bundles: Supported Supplier / Solutions Only (Per Supplier Integration) – £1,450 - Document Emailer ~ Purchase Orders, LGSR: Supported supplier / solutions only (Per Integration Point Configured) – £1,450 - RESTFUL API Web Service (MRI Repairs Core) – £19,950	From £1,450
MRI Repairs Mobile ~ Custom Forms (including 5 Designer Licenses)	Band 1 (Under 10,000 Units)	£17,405
	Band 2 (10,001 – 15,000 Units)	£19,145
	Band 3 (15,001 – 20,000 Units)	£20,770
	Band 4 (20,001 – 25,000 Units)	£22,280
	Band 5 (25,001 – 30,000 Units)	£23,670
	Above 30,001 Units ~ Band 5 plus additional £2,320 per 10,000 units	From £25,990
MRI Repairs Mobile ~ EICR	Band 1 (Under 10,000 Units)	£11,545
	Band 2 (10,001 – 15,000 Units)	£13,290
	Band 3 (15,001 – 20,000 Units)	£14,915
	Band 4 (20,001 – 25,000 Units)	£16,430
	Band 5 (25,001 – 30,000 Units)	£17,825
	Above 30,001 Units ~ Band 5 plus additional £2,320 per 10,000 units	From £20,145

MRI Repairs – User Banded Pricing Model

MRI Repairs 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: 1-25 users, 26-50 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.
- Users include MRI Repairs core, mobile, subcontractor and client licensing.

Band	# Users band	User Range	Price Per User within band (£)
Band 1	1-25	First 1-25	<i>Incl.</i>
Band 2	26-50	Next 25	£300
Band 3	51-100	Next 50 users	£230
Band 4	101-200	Next 100 users	£175
Band 5	201-500	Next 300 users	£145
Band 6	501+	All Further Users above 501	£115

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

Customer Loyalty Discount – MRI Repairs

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

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

- Enjoy a 5% discount on MRI Repairs if you're already using *either* MRI Housing Enterprise *or* MRI Asset Management.
- Enjoy a 10% discount on MRI Repairs if you're already using MRI Housing Enterprise *or/and* MRI Asset Management and another key MRI solution (up to 2 solutions in total).
- Enjoy a 12.5% discount on MRI Repairs if you're already using MRI Housing Enterprise *or/and* MRI Asset Management and two other key MRI solutions (up to 3 solutions in total).
- Enjoy a 15% discount on MRI Repairs if you're already using MRI Housing Enterprise *or/and* MRI Asset Management and three other key MRI solutions (up to 4 in total).
- Enjoy a 17.5% discount on MRI Repairs if you're already using MRI Housing Enterprise *or/and* MRI Asset Management and four other key MRI solutions (up to 5 in total).

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- Enjoy a 20% discount on MRI Repairs if you're already using MRI Housing Enterprise or/and MRI Asset Management and five other key MRI solutions (up to 6 in total).

Eligibility is subject to verification of active subscriptions at the time of purchase. Discounts apply to subscription licenses only and do not apply to Professional Services fees.

Optional Extras

Solution	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

- MRI Agora Insights – Listed Separately
- MRI Tenant Satisfaction Measures – Listed Separately
- MRI Secure Sign – Listed Separately

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 Repairs.

- MRI Housing Enterprise
- MRI Asset Management
- MRI Find My Engineer
- MRI Customer Portal (Resident or Tenant)
- MRI Customer Central
- MRI Agora Insights
- MRI Agora Insights – Dashboard Pack; Tenant Satisfaction Measures
- MRI Agora Insights – Dashboard Pack; MRI Repairs

Assumptions

- Pricing does not include implementation services unless stated, they will be charged at the rate listed in the published rates.
- All prices do not include VAT
- The annual pricing is invoiced annually in advance and will be due from contract signature
- 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
- The Fee is invoiced annually in advance and will be due from contract signature
- 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 Agora Insights

MRI Secure Sign

MRI Energy Management

MRI OnLocation People Presence

MRI OnLocation Footfall Analytics

MRI Workplace Central