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G-Cloud 15 Service Definitions



MRI Repairs

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MRI Repairs Overview

MRI Repairs is a 'best-in-class' cloud-based Housing Repairs and Maintenance (R&M) management platform designed for housing organisations and contractors. It supports end-to-end job recording, planning, execution, costing and compliance across responsive, planned and cyclical maintenance programmes. The solution integrates workforce management, mobile working, stock control, subcontractor management and analytics to optimise operational performance and cost control.

Repairs & Maintenance

Housing organisations face ongoing pressure to control costs while maintaining service quality. MRI Repairs enables organisations to optimise resource utilisation, improve operative productivity, increase first-time fix rates, and reduce missed appointments and no-access events. Integrated stock and materials management ensures van and depot stock is maintained at optimal levels, reducing waste, tied capital and procurement inefficiencies.

The system includes escalation and alerting capabilities to ensure issues are identified and addressed promptly. Operatives can record property risks and customer vulnerabilities (e.g. safeguarding concerns) during visits, enabling early intervention and compliance with organisational policies.

Automation and Artificial Intelligence

MRI Repairs applies automation and responsible AI capabilities to improve efficiency, consistency and insight. High-level automated capabilities includes;

- Automated Workflows
- Automated Scheduling & Optimisation
- Automated Job Completion Processing
- Automated Incident Management & Escalation
- Automated Van Stock Replenishment
- Automated Job Costing & KPIs Calculation
- Housing, Asset, Finance and Other Systems Integration
- Stock Control & Supplier Integration
- Responsive, Voids, Cyclical, Planned Works, Planned Maintenance, Gas, Ground Works
- Certification & Compliance Management
- Fully Integrated Mobile Working Solution

Incident Management & Escalation

Incidents or risks identified during site visits can be recorded within MRI Repairs mobile and flagged for management review. Incidents (including safeguarding concerns) can trigger automated escalation workflows via email or SMS to designated teams. For example, a new customer vulnerability can be flagged by the member of staff during or after an onsite visit. This raises an "Incident" flagged for attention which can automatically be escalated via email or SMS to the management team. This ensures timely intervention and auditability.

Interfaces and Integration

MRI Repairs provides extensive integration capabilities with housing management solutions, asset management systems, finance solutions, scheduling solutions, mobile solutions, compliance solutions, diagnostic tools, CRMs, supplier merchants, payment cards, texting, print services etc.

The solution supports two-way integration with major housing platforms including but not limited to MRI Housing Enterprise, MRI Housing One, NEC/Northgate, Civica CX, Rubixx and ActiveH MIS.

MRI Repairs exposes comprehensive REST web services for third-party integrations and supports inbound and outbound data exchange with external applications.

Work Programs, Trades & Job Templates

MRI Repairs supports all repairs and maintenance trades and work programmes, including responsive, voids, planned, cyclical and compliance activities. Configurable job templates automate organisational workflows to ensure consistent processes, governance and service delivery.

Jobs are structured as a series of configurable tasks (events) representing operational (onsite) and administrative (internal) activities. Tasks can include pre- and post-inspections, site visits, surveys, resident communications, variations, parts ordering etc.

Tasks from any work programme can be planned and scheduled centrally and automatically dispatched to operatives' mobile devices. Task-specific mobile forms guide operatives through each activity and ensure structured data capture. MRI Repairs automatically records travel and labour time and cost, material usage and van stock consumption, and enables operatives to update SOR codes, raise variations and book follow-on appointments while on site (door step appointments). Captured data feeds predefined workflows to automatically progress jobs and trigger notifications and escalations as configured.

Within a single job, tasks can be assigned to PAYE operatives, subcontractors or internal administrative teams. Completed tasks integrate with related modules, including operative payment processing and subcontractor payment systems, supporting end-to-end operational and financial workflows.

Responsive Repairs

Responsive repairs can be raised directly within MRI Repairs, via integrated diagnostic tools, or through interfaces with CRM platforms (including chatbot channels) and Housing Management Systems.

Based on the repair type and configured workflows, jobs are automatically prioritised and assigned target completion dates. MRI Repairs manages the full job lifecycle, from creation and scheduling through to completion, verification and invoicing, ensuring consistent process control, auditability and performance reporting.

Voids & Planned Works

Voids, planned works, and other complex jobs can either be raised directly in MRI Repairs, via an HMS interface or imported direct from an external source e.g. spreadsheets of programmed works.

MRI Repairs offers customised user definable templates that allow the organisation to map each of its workflows. When raising complex multi-task jobs, these templates are applied automatically, thus ensuring the correct tasks needed to complete the workflow have been created. Voids and Planned Works both use MRI Repairs templates.

Planned Maintenance & Compliance

MRI Repairs includes a compliance solution originally built around Gas Safety but adapted for any work program that has compliance element e.g., electrical checks, lift servicing, fire alarms and legionella. There is a dedicated dashboard which gives users full visibility of any on-going works programme compliance. Full drill down is available to the property, job or task.

Each compliance task can have a trigger date and frequency. For example, gas safety check tends to be annual, and the job starts around 60 days ahead of the LGSR/CP12 expiry. Similarly lift inspections might be every quarter and appear a week ahead of the due date. Tasks can be set to daily, weekly, monthly quarterly, bi-annually or annually. An Asset/Property can have one or many compliance tasks created. Once setup the system becomes self-perpetuating and compliance jobs are created automatically.

Cyclical

A table of cyclical templates can be created and related to each individual property. Each cyclical template is associated with an organisational workflow. The jobs tasks defined in the template are raised automatically as and when required. These job tasks can then be planned and scheduled manually or dynamically, and assigned to a specific operative, team, or subcontractor.

Ground Works

MRI Repairs supports configurable grounds maintenance templates for different site types and estate profiles. Templates can be replicated and adapted to reflect seasonal variations and organisational workflows. Jobs generated from these templates can be configured for automated completion where appropriate, reducing administrative effort while maintaining oversight and auditability. Exception-based reporting enables organisations to manage by exception, where tasks are assumed complete unless flagged otherwise.

Intelligent Planning & Scheduling

MRI Repairs has a planning tool that is fully integrated with Google Maps. This allows planners to efficiently allocate jobs to the most suitable operative based on their skills, location and existing workloads.

MRI Repairs uses the concept of scheduling pots whereby job tasks are assigned to user defined pots. These pots are configurable to represent how the business manages its daily workloads e.g., time slot, area, trade and work programme.

Most commonly, in the late afternoon the planners use the bulk assign and optimisation module to assign tomorrow's work to the most suited operatives based on their location and skill sets.

During the day the planners use the evolving day screen as described below to drag and drop emergencies to suited operatives, to move jobs that are in jeopardy and to ensure the jobs that don't require appointments are covered before their due date (e.g., communal area jobs on a 28-day priority).

The optional automated scheduler allocates the job tasks from the scheduling pots direct into operative's diaries. This is one job at a time and therefore requires good mobile coverage. As an operative completes a job, the next most suitable job is auto allocated to them based on their current location and skill set.

Dynamic Scheduling

MRI Repairs can optionally be integrated with a partner solutions to schedule work dynamically to operatives. Dynamic Scheduling typically allocates jobs directly to operatives' diaries as they are raised. The dynamic scheduler is constantly working to optimise the tasks. On the day the jobs are optimised based on operative locations and skill sets. As the day unfolds, any jobs that are in jeopardy can be dynamically moved to other operatives with capacity. Emergency jobs are also dynamically assigned to operatives with capacity.

Evolving Day

The Evolving Day dashboard provides real-time operational visibility of all scheduled activities for the current day. The dashboard is updated continuously from mobile devices and highlights tasks at risk using configurable status indicators and alerts, enabling proactive management and intervention.

Emergency jobs are dropped directly into the Evolving Day dashboard and made visible to the planner for immediate action. Planners have the option of dragging and dropping these emergency jobs directly to an operative diary or letting the automated scheduler pick up and assign this work.

Optionally, organisations can configure non-appointment "stocking filler" tasks to automatically roll over day-to-day. These tasks can be completed opportunistically by operatives and are managed through exception-based workflows, supporting efficient use of capacity without requiring scheduled appointments.

Mobile Working

MRI Repairs provides a fully integrated mobile workforce solution to support field operatives, surveyors and inspectors. The mobile application supports full offline working, enabling operatives to continue working in areas with limited or no connectivity, with automatic synchronisation when connectivity is restored.

Task-specific mobile forms are available for a wide range of operational activities, including responsive repairs, voids, planned works, surveys, pre- and post-inspections, gas and oil servicing, grounds maintenance, vehicle checks, health and safety assessments and risk assessments. Forms are configurable to align with organisational workflows and compliance requirements, and support structured data capture, photographs, signatures and document uploads. Captured data feeds directly into workflows, reporting and compliance dashboards.

Doorstep Appointments

MRI Repairs includes a doorstep appointment booking capability that allows operatives to schedule follow-on appointments while on site with residents. Operatives can view real-time diary availability by trade and resource for a configurable future period and book appointments without contacting central planning teams. This improves customer experience, reduces call centre demand and supports efficient diary utilisation.

Incident Escalation

Operatives can record incidents or concerns related to properties or residents before, during or after a visit using mobile incident reporting forms. Incident records trigger configurable escalation workflows, including notifications to designated management teams via email or other channels. This supports safeguarding, health and safety compliance and organisational risk management, with full audit trails.

Remote Job Logging

Operatives and surveyors can raise new jobs directly from mobile devices, including out-of-hours works, estate inspections and walkabout activities. Jobs created remotely are automatically prioritised, routed into workflows and made available for planning and scheduling, reducing delays and manual data entry.

Custom Forms

MRI Repairs Custom Forms enables organisations to configure and deploy bespoke forms and surveys within the MRI Repairs platform.

Custom forms support structured data capture during site visits and can automatically update workflows, including creating documents and certificates, updating compliance records, generating events and progressing jobs.

Forms can be configured at multiple organisational levels, including client, contract and work programme. An approval workflow allows captured data to be reviewed and either approved for processing or rejected for amendment and resubmission from the mobile device, supporting governance and data quality controls.

Custom Forms provides flexibility to automate and tailor field data capture, enabling organisations to adapt quickly to changing operational processes, contractual requirements and regulatory obligations within a single integrated platform.

EICR

MRI Repairs provides an integrated mobile EICR survey capability that enables operatives to complete EICR surveys directly on their mobile devices. EICR surveys can be configured as mandatory for specific job types or optional for ad hoc use, providing flexibility for field-based inspections and compliance activities.

Completed EICR surveys are subject to configurable approval workflows, allowing electrical supervisors to review, reject for amendment, or approve submissions and apply an electronic signature. Upon approval, EICR certificates are automatically generated and stored within MRI Repairs, with compliance dates updated where compliance management is enabled.

The end-to-end EICR capability supports paperless electrical inspections, reducing administrative effort, improving data accuracy, and ensuring timely compliance reporting without the need for manual certificate handling or post-visit processing.

Job Costing

All costs are captured at the task level on the MRI Repairs jobs to provide comprehensive and detailed job costing information.

Costs are automatically aggregated at task level and jobs level, and can be reported at numerous levels including priority, work programme, client and operative. Costs are split into the categories of Labour, Travel, Materials, Sub-contractor, Plant and Machinery and Overheads.

Where a fully integrated mobile solution is in place, job costing is processed in real-time.

Stock Control

MRI Repairs is a fully integrated transactional based multi-depot stock control solution that allows clients to manage their own internal stores.

MRI Repairs has full EDI integration with many of the leading material suppliers. This supports electronic purchase ordering, order confirmation, good receipting, purchase invoice matching, and credit note requests. The comprehensive purchase invoice matching module allows all incoming purchase invoices to be automatically checked. There is a rigorous error checking system in place that captures and escalates all discrepancies.

Purchase invoices that are cleared for payment can be interfaced to the financial system for payment processing.

Where the chosen supplier has no EDI interface in place, purchase orders can be automatically emailed.

Van Stock

MRI Repairs offers a seamlessly integrated van stock solution that can be run alongside the MRI Repairs main stock control or as part of a managed stock service with external supplier(s).

Materials used from van stock are directly updated from the mobile device as the operative completes each job. Each item used is automatically added to the operative's replenishment list in MRI Repairs. Depending on the fulfilment solution in place i.e. in-house stores or external managed service, the replenishment is converted to a picking list or a purchase order. For job costing purposes, as items are used, these are costed directly to the job using actual cost and the stock control account for that location is depleted.

Reporting

MRI Repairs has three methods of reporting, Standard Reports, Operational Tile Reporting and MRI Agora Insights Dashboard Reporting.

Operational Tile Reporting

MRI Repairs offer a comprehensive web-based tile reporting solution that provides live operational business performance information for the managers running the business.

The tile style reports can be configured for each work programme Repairs, Voids, Compliance, Planned and Financial with a red/amber/green traffic light system showing all the key business performance targets used to run the business. The tiles are configured to display on a user's login and are role/persona based so those tiles relevant to each manager are shown. The senior management team will normally have access to all Tiles including the different key financial and performance tiles.

MRI Agora Insights Dashboard Reporting

The MRI Repairs Insight Dashboards solution, built on the MRI Agora Insights Platform, offers trend analysis to support the business decision making process. Data is taken daily from the live transactional database and promoted into the MRI Agora Insights Reporting warehouse. Each MRI Repairs Insight dashboard allows full drill-down to supporting data, with deep-linking back to the core MRI Repairs solution.

MRI Repairs Insights Dashboard reporting comes under MRI's Agora Insights Platform services and offers additional options so as 'Ask Agora' using natural language to ask for additional information e.g. "How many jobs failed their target date last month?". MRI Agora Insights also comes with AI predictive capabilities allowing users to look at future repair's trends based on recorded data in the MRI Repairs Insights Dashboard – thus feeding into decision making such as future resource planning.

Sub-Contractors

MRI Repairs offers a fully integrated subcontractor solution. Job tasks can be assigned directly to sub-contractors by the planners and the subcontractor auto alerted via email.

MRI Repairs has a dedicated sub-contractor portal that allows the sub-contractor to log in to view and manage work assigned to them. They can update completed job tasks indicating the outcome, time and job codes used. The portal also allows sub-contractors to raise follow-on tasks and to make appointments and upload documents. This functionality is configurable at a sub-contractor level.

Self-Billing

MRI Repairs has a complete sub-contractor self-billing solution for processing payments on all completed sub-contractor job tasks. Once a sub-contractor invoice has been agreed and approved for payment it can be posted direct to the backend financial system.

Operative Payments

MRI Repairs supports several PAYE operative payment types representing different schemes for paying operatives. These range from time and materials, percentage of SOR costs or number of jobs completed.

The operative payment supports period processing and incorporates other elements such as payments and deductions, purchase cards, bonus schemes and minimum earning guarantee (MEG).

Fleet Management

MRI Repairs includes a complete fleet management system that allows all vehicle details to be captured and monitored. Mileage and vehicle checks can be captured on the operative mobile devices and updated to the relevant fleet.

Diarised notes can record incidents, accidents and other detail, for example tyre changes. These note types are system configurable. At time of capturing each note type, the related driver, mileage, cost centre and costs are also captured. This supports detailed reporting by vehicle, operative and cost centre. This also allows costs to be traced by fleet year, make, model or operative for example.

There is a continuous background process which monitors failed vehicle checks and upcoming fleet thresholds such as service mileage, MOT, tax and insurance. This process sends a daily email to the intended recipient(s) highlighting the impending actions to be taken.

Equipment Management

MRI Repairs includes an equipment management module that enables all tools and equipment to be recorded, tracked and controlled. Equipment details such as type, serial numbers, ownership and maintenance information, such as last and next check dates, can be captured and maintained centrally.

Equipment can be allocated to operatives or vehicles, with issue and return dates recorded to provide full auditability. Diarised notes and inspections can be configured to record servicing, calibration, loss or damage. This supports detailed reporting by equipment type, operative or vehicle, status, maintenance dates and allows equipment usage and compliance to be monitored effectively.

Client Portal

The MRI Repairs solution includes a secure, client-facing portal that allows authorised users to log in and view real-time job status and progress updates. Clients can track and view responsive, planned, and cyclical works, view appointment details, completion milestones, and supporting documentation. Role-based access controls ensure that commercially sensitive information, including detailed job costing, pricing, and supplier rates, is excluded. The portal supports auditability and transparency while protecting financial and contractual data. The solution is a core platform to provide accurate, up-to-date information without manual intervention. Optional notifications alert clients to key status changes and completed stages. There is also Tile Reporting capabilities within the Client Portal whereby tiles are configured to display on the user's login and are based on role/persona.

Additional Support Services

We can provide a number of optional support services as detailed below:

- Health checks: MRI can provide regular health checks to ensure users are using all the functions and features of MRI Asset effectively. This takes the form of two days onsite, to interview and observe key users, and one day off-site to write up recommendations and findings.
- Additional training: MRI can offer regular refresher training, or support for new users on all of the modules detailed in this service definition.
- Non-standard interfaces: Where customers require interfaces to third party solutions, MRI can offer development services.
- Reporting services: MRI has a dedicated Business Intelligence team who can offer report writing services as required.
- General business and technical consultancy services: MRI's team of business and technical consultants can provide general consultancy services based on client requirements.

All Support and Consultancy services will be charged at MRI Repairs rates.

Implementation

4D Framework

MRI has updated our project implementation methodology to the 4D Framework. This is a Client-Centric, project management led approach to solution delivery for all MRI Software offerings. Replacing the Unified Framework, which has helped guide many of our clients' projects for more than a decade, the 4D Framework will be utilized globally, bringing forth exciting new elements and standardised processes. These enhancements will benefit all teams by establishing well-defined methods for essential activities and bring increased return on investment to our clients world-wide.

From Define to Deploy

Our approach will be to scope a number of defined periods of activity or ‘sprints’ based on your business priorities within each phase.

The activity and expected outcomes for each sprint will be agreed and planned prior to the sprint commencement so that the relevant resources can be made available from all parties involved.



Regular checkpoint meetings will be held during the sprint to monitor progress against the plan. The end of a sprint would normally see one or more components being moved into live operation at Customer.

A screenshot of a project plan spreadsheet. It contains columns for 'Task Name', 'Start Date', 'End Date', 'Status', and 'Assignee'. The tasks listed include 'Define Requirements', 'Design Solution', 'Develop Solution', and 'Deploy Solution'. The status of tasks is indicated by colored circles (green for complete, yellow for in progress, red for overdue). The assignee column lists various team members.

Example project plan for illustration purposes only.

MRI recognise that clients may have other solution projects that will also need to be reflected in any overall program.

Before project commencement, MRI will work together with clients to thoroughly review the 4D Framework and ensure project plans are signed off with client agreement.

Learning & Training

Learning and training are essential to the success of the project and to laying the foundation for ongoing, rewarding day-to-day use. Therefore, during project initiation, we will work with you to design the correct approach for your users which we recommend is built around the following framework, and which will cover all elements of the solution being provided.

Knowledge transfer

Key members of the Client project team will have the opportunity during workshops to learn by involvement in the decision making processes for configuration, and is continually reinforced during the project in design, configuration, testing and training workshops. This will help them become 'super users' able to train, guide and inform the wider Client user community both during the project and beyond, within their designated work stream business areas.

Train the trainer

This is a key component of MRI's successful training approach and consists of structured training courses on a test environment which will contain Client's configuration and data, and which will be tailored to reflect Client's procedures. As well as replicating the 'real world' for wider user training, this will also equip those trained (who may also be 'super users') to conduct user testing within their designated work streams.



System / technical administration

Where appropriate, training will be provided for those who will be responsible for ongoing maintenance e.g. user set up, security, printing, etc.

End user training

It is our experience that end-user training would be best delivered by suitably trained staff within Client, as set out above.

Therefore, we have not included services for end user training, although this could be provided if required and would be assessed, costed and agreed through change control procedures.

Project Teams

We will always try to be flexible in line with Client requirements and deadlines. Depending on the availability of resources there may be a lead time from contract signature to kick-off. The timing starts from when a Project Manager is assigned.

The major tasks involved in the project will be:

- **Business process workshop sessions**
- **Data migration.** This will require you to extract the data from your current system, cleanse that data and then load into our import templates. We will then undertake the upload and validation of that data.
- **Reporting toolset consultancy.** This will comprise our SSRS reporting engine and our Dashboard tool
- **User testing.** We will provide consultancy to assist with this process.
- **Go Live.** We will provide consultancy to assist with the go live period. MRI also offer a period of early life support to any new client for a defined period, before you transition to our wider support team.

Throughout this project, you will have a dedicated Project Manager from MRI to provide a governance framework around deliver. We would expect you to nominate the main point of contact on the client side to work with our PM.

It is also worth considering across the identified major tasks, what the makeup of your project team will look like. We have identified below the key roles we would expect from your side.

We recommend that you identify the key stakeholders and form a project team as early as possible. We understand that resource availability can impact the progress of a project, so some of the below roles may be consolidated or fall to the same individuals. We can adapt our implementation methodology and timeline to accommodate this. Some clients have significant project team sizes, whilst others have just a couple of individuals form part of their team.

Recommended Client Project Roles

Project Sponsor:

They are responsible for the overall business case, and budgetary control. They hold overall responsibility for the delivery of the project and determining whether the product has provided the expected business benefit.

Project Manager:

They will work closely with MRI's Project Manager to maintain the project progress. They will coordinate project activities and agree on tracking and report on project progress, and risk management.

Workstream Leads:

Workstream leads are Senior Client's employees who are responsible for the final sign-off of business requirements for their business area.

Super Users

Super Users are specialists in processes within the scope of the project and report to their workstream leads. After go-live, the super users are essential in supporting staff in using new systems and processes.

Data Owner(s)

Data Owner(s) are responsible for the transfer and validation of data into the new software solution and will work closely with MRI's Data Migration Consultant

MRI Project Roles

The key members we usually assign to the implementation project team are:

Project Sponsor

They hold overall responsibility for the commercial relationship with Client's. They will direct and oversee the project team, monitor progress and act as an escalation point for issues.

Project Manager

They will make sure that predefined goals are met. They will provide regular status updates to all key stakeholders to track the project progress and risk status.

Principal Consultant

They hold overall responsibility for the consultants working on the project. They will manage specialist resources and assign resources to the correct workstreams, as well as manage work package delivery and report back to the Project Manager.

Specialist Consultants:

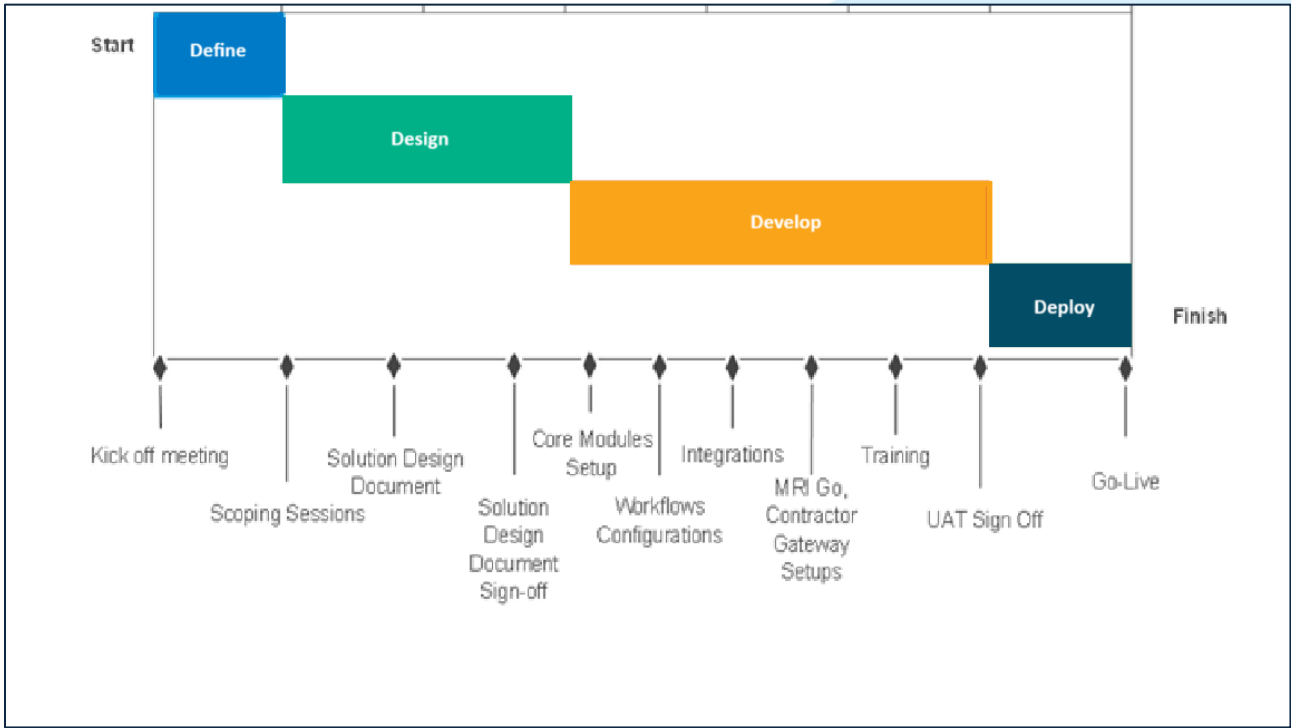
They are subject matter experts who provide professional inputs to help Client's receive the best solution. They report to Client's Project Manager.

Data Migration Consultant

They are a Specialist Consultant responsible for the transfer and validation of data into your new MRI SaaS Solution.

Until the contract has been awarded, the project team resources cannot be assigned. With over 280 global professional services members, it is impossible to know at this stage who will deliver the project.

Through our framework, we can consistently deliver high quality, successful projects that meet the client’s requirements while ensuring scalability for the future. No matter the MRI Offering, geography or project size, our clients know what to expect through the five stages of delivery and governance.



Customer Service & Ongoing Support

Service Management

Your MRI Project Manager will handle the implementation phase. During this time, your Account Manager will stay with you and be a point of contact if any issues arise. The MRI Project Sponsor will be a permanent secondary contact.

After implementation, if there is an issue, the first contact would be the Client Support Helpdesk. If they can't resolve the issue, it will be escalated to the Client Support Team Leader, then the Client Support Director, and finally your MRI Account Manager.

Managed Services

MRI Managed Services offers a range of services for lease administration, property accounting, and system administration. These services are provided by a team of property and finance professionals with a strong track record. They have deep knowledge of industry processes and compliance requirements, combined with a deep understanding of MRI's solutions. Our teams can help reduce your overheads, improve operational efficiencies, and free your team to focus on strategic business goals.



Whether it is MRI's System Administration service to handle all tasks related to your project, MRI's Property Accounting service combining industry knowledge, accounting knowledge, and software knowledge, or lease administration, MRI Managed Services are available for your convenience to ensure no resources are missing in your company workflow with the least costs involved

Recurring Services

MRI's Recurring Professional Services Package allows you to buy service credits at lower rates

and lock in those rates for up to three years without compromising on service. For example, work with your dedicated MRI team who'll advise on service contracts and deliver training and consulting from anywhere. You can also have peace of mind with access to MRI solution experts with fast response times. You'll receive insights into your technology performance, status reports, and service improvements to help reduce the threat to your technology and keep teams productive.

Service Delivery Framework

MRI is proud to be a customer-centric organization, always looking to deliver an exceptional customer experience and drive continuous improvement across our business. Our methodology is in line with ITIL standards and built up over four decades of experience in providing real estate technology solutions. We include maintenance and support for all our clients as part of the annual fees.

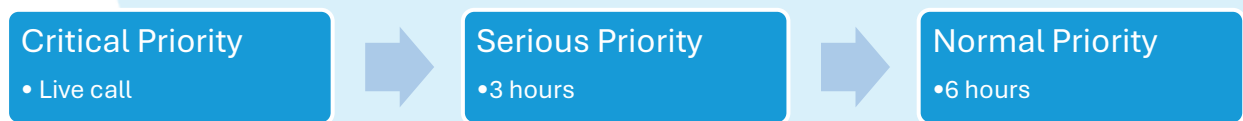
Client Support Team

Service Management

Our in-house support team knows our software well, so they can solve most support calls directly and can be reached through the myMRI portal or by phone. No matter how you contact them, all support calls are tracked and managed until they are resolved using our case tracking software.

The Client Support Team is available by phone from 08:30 to 18:00, Monday to Friday, except holidays and Sunday to Thursday in RSA. Support cases can also be logged 24/7 via the myMRI portal, where users can register new cases and track existing ones.

MRI's Global Client Support group will make every effort to ensure that submitted cases are given the right level of severity. We respond to cases in the order they are received, with higher severity levels getting priority. Response Time is the time it takes for a Global Client Support representative to first contact the person who submitted the case.



**Response times listed above are estimated targets. Response time is not a resolution goal and should not be interpreted as a guarantee of service. MRI's Global Client Support group will use commercially reasonable efforts to adhere to the time frames listed above. Global Client Support does not provide resolution targets, and Response Time should not be interpreted as a commitment regarding resolution timeframes.*

Release Cycle

We invest in research and development to keep improving our products. We release regular software updates during the year and inform clients about key features before the release date. We can help with planning the testing phase and deploying the updates to the production environment if needed. For on-premises solutions, clients are responsible for loading the update code.

We aim to keep our products ahead of legislation changes. When developing our product roadmap, our development director reviews upcoming legislation changes, gathers feedback from regular focus groups with clients, and applies our overall product vision.

Support Portal

Our client portal lets you report support issues and get instant updates on your cases. It also has forums for product suggestions, training materials, documentation, and case updates.

Information Security

Data Security arrangements for client data

Standards and Governance

Our services are provided in accordance with the Cyber Essentials standard, the ISO 27001 information security standard best practices, and have been regularly penetration tested by a third party.

An Information Security Policy is in operation across MRI to support the confidentiality, integrity, and availability of MRI SaaS Solutions. The policy includes appropriate controls relating to physical security at MRI locations, technical security with respect to client data, organisational security arrangements for employees and subcontractors (including training and vetting), disaster recovery and business continuity, vulnerability testing and security audits, and data breach procedures.

MRI's Information Security Policy complies with all applicable laws, is reviewed annually, and updated as required. Policies are available to all staff, with changes communicated as appropriate. Training takes place as part of induction and is refreshed annually, with additional role-specific training for technical teams.

Personnel Security

All MRI staff undergo pre-employment screening via HireRight, covering identity verification, employment and education history, criminal checks, SSN trace, drug testing, and national criminal search.

Employees complete mandatory security and confidentiality training at induction, with refresher training delivered annually and completion tracked by HR systems. Training is tailored by role, with technical staff receiving more advanced security training.

Access Controls

Access to client data is based on the principle of least privilege. User accounts have only the permissions necessary to perform their role. Permissions and access levels are reviewed regularly, with management approval required for any changes.

Within the application, client administrators can control permissions at both process and function level, setting read, write, delete, or deny access. Permissions groups can be configured by role or functionality.

Client data access by MRI personnel is restricted to a limited number of authorised support staff, only for activities such as troubleshooting, training, or maintenance. Such access is controlled, audited, and reviewed.

Encryption and Cryptography

All client data in transit is encrypted with TLS 1.2/1.3. All data at rest is encrypted using AES-256 Transparent Data Encryption. Encryption keys are managed in line with MRI's Cryptographic Policy. MRI's Information Classification Policy provides detailed guidance on security classification and correct handling of assets.

Application and Infrastructure Security

Production and test environments are maintained in separate subscriptions.

Developers and testers follow MRI's Secure Development Guidelines, are trained annually in OWASP vulnerabilities, and operate under change control processes.

MRI uses proactive daily monitoring of services, runs regular internal and external vulnerability scans, and engages CREST-certified third parties to conduct annual penetration testing of applications and infrastructure. Findings are tracked and remediated.

MRI Cloud Application Accounts are unique to a given user. MRI Cloud Technical Platform accounts (e.g., Oracle SYS, SQL Server SA) may be shared in accordance with defined security roles and responsibilities.

Third-Party and Supply Chain Security

MRI Cloud Services supply chain is managed according to MRI supplier management procedures. This includes security obligations in contracts, confidentiality agreements, GDPR/Data Protection Act compliance, and risk assessments during onboarding and change. All supplier contracts are reviewed by MRI's Legal team for compliance requirements. MRI's data centre providers are independently audited and certified.

Monitoring and Logging

As a hosted solution, MRI will be responsible for monitoring.

MRI utilizes a variety of tools to monitor the health, performance, and security of our global data centers. MRI SaaS Technical Platform automatic alert/monitoring takes place at Infrastructure, Virtualization, Security, Operating System and Application Level. Access to monitoring is restricted to MRI Software Engineering and Operations.

MRI Software uses a 3rd party SOC for managing our SIEM and monitoring events generated by it. Applicable host and infrastructure logs are forwarded to our SIEM, and application logs will be incorporated at a later date.

Any service-level incidents are managed internally within our CRM system. All client incidents in relation to availability can be reported and viewed via the myMRI portal, and clients can sign up for notifications.

Incident Response

MRI maintains a robust Incident Management programme. Incidents follow three stages: Investigation (discovery and evaluation), Protection (containment and eradication), and Restoration (remediation and recovery). Lessons learned are documented in After-Action Reports and updates made to training and processes.

In the event of a data breach, MRI will without undue delay:

- Investigate the cause.
- Notify the client and provide sufficient information for regulatory reporting.
- Contain and remedy the breach.
- Take steps to mitigate impact and restore integrity.
- Assist the client in remediating or mitigating any damage.
- Notification is provided in line with GDPR and contractual requirements.

Data Retention

MRI solutions enables you to set your own data retention period, i.e. 7 years, and this is agreed during your implementation.

MRI complies with all laws and regulations applicable to our services and industry, including GDPR and Data Protection Act 2018.

We focus on keeping our products ahead of legislation changes. Under GDPR we have obligations as a Data Processor, different from the obligations held by Client's as a Data Controller. This is detailed in full in the Data Protection and Security Schedule which forms part of our standard terms and conditions/master contract.

In addition to meeting our own compliance requirements, we have taken steps to help support our clients in meeting their GDPR requirements. Please see our dedicated GDPR page for FAQ on GDPR: <https://www.mrisoftware.com/gdpr/>

Our "Data Retention Policy" outlines record/contract/document retention; however it is not auditable by our clients. This document is classified as confidential and as such, we can't share it externally.

Data will remain in the system until Client's take steps to archive or delete the data. While in the Live environment, data remains fully accessible and editable. Client data will be managed by Client's staff in accordance with your own data handling processes, including consent and retention.

As the data processor, we will only process/destroy data under the instruction of Client's/data controller.

Can data be automatically deleted after a set period (ie 6 month)

Yes. Clients' will be able to set it's own data retention rules per application type and status.

What In-house technical capabilities to implement and maintain is required?

None. The solution is cloud-hosted Software as a Service (SaaS) and requires no on-premise infrastructure or technical resources from client's.

Information Security Council: An executive-level board

We benchmark the team's role and size based on our company, our clients' industries, and the sensitivity of the data we house. The Information Security Council and InfoSec Team annually evaluate the role, scope, and size of the team.

We operate an Information Security Management System following ISO 27001 best practices. Our policy includes controls and measures for:

- Physical security at all MRI locations involved in the Services.
- Technical security for Client Data in MRI's possession.
- Organizational security for employees and representatives, including training, awareness, staff vetting procedures, passwords, and security credentials.
- Vulnerability Testing and Security Audit.
- Data Breach Procedures.

Our policy follows all applicable laws and is reviewed and updated yearly.

The Information Classification Policy guides the correct security classification of information.

The MRI Acceptable Use Policy covers:

- Computers
- IT Equipment and Devices
- Removable Media
- Mobile and Remote Working
- Assets and Office Equipment
- Usernames and Passwords
- Administrator or Privileged Accounts
- Software
- Internet and Email
- Instant Messaging (IM) and Collaboration Platform (CP)
- Reporting Security Incidents
- Acceptable Use Policy Monitoring and Review
-

Security & Compliance: Making sure our applications meet security standards

We are certified with Cyber Essentials and set up our environments to follow the NCSC 14 Principles of Cloud Security. MRI has an Information Security (InfoSec) team approved by senior management. The InfoSec team includes security professionals working with the Information Security Council to review security policies, technologies, and strategies for MRI Software

Core Tools & Functionality

MRI Agora Platform

“The Platform that Powers PropTech™,” [MRI Agora](#) is revolutionising the way organisations bridge the gap across all proptech systems. MRI Agora is industry’s first AI-powered, flexible, and hyper-connected platform that uses smart data to deliver deeper insights.

Agora Insights

Put your data to work for your business

The MRI Agora Insights data and analytics solution empowers your real estate teams to make better decisions with fewer clicks so you can spend less time looking for data and more time acting on it.

Key Features

- Unified data services layer consolidates all your business data in one place, allowing for fast access
- Powerful solution specific, out-of-the-box dashboards provide immediate value
- Singular place to view cross-product analytics and trends
- Customizable dashboards and reports to meet your unique business needs
- AI-enabled Q&A engine to support ad-hoc queries in real-time

Business Benefits

- Gain better insights with a single access point for consolidated data
- Save time from searching by giving teams consistent access to the data they need
- Prioritize needs by identifying trends over time and proactively addressing anomalies
- Get answers at your fingertips
- as and when you need it with AI-driven analysis

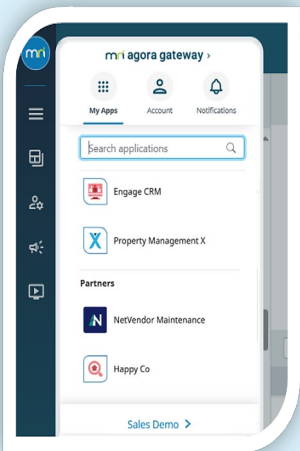
Agora Gateway

Optimize Workflow. Unify Your Experience. Streamline Navigation.

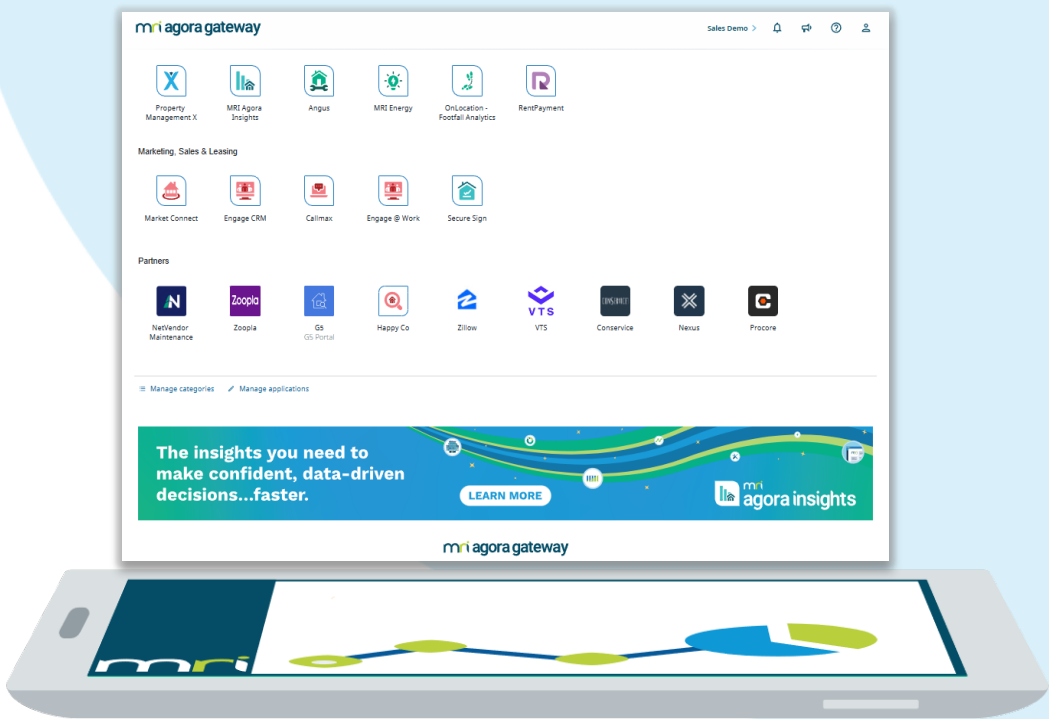
Welcome to The Agora Gateway, MRI Software's new centralized login page. Single Sign On, designed for the way you work, a central landing page for all solutions in your ecosystem plus quick and easy navigation between applications. MRI Agora Gateway is a simple, secure and flexible home for users to enter and navigate their journey through the MRI ecosystem, streamlining operations and unlocking a connected user experience

Key Features

- Centralized & sleek navigation via the Agora
- in-product widget
- Notifications system for comprehensive
- portfolio wide cross product alerts
- Personalized client and user experience
 - ✓ Admins add client specific apps and assign
 - ✓ Users may add their own apps



Users may categorize and reorder apps



About MRI

Founded in 1971, MRI is a pioneer of the real estate software industry. From the day we opened our doors, we set out to build game-changing solutions.

MRI's comprehensive and flexible technology platform coupled with an open and connected ecosystem meets the unique needs of real estate businesses—from lease administration to property-level management and accounting to investment modelling and analytics for the global commercial and residential markets.

OUR MISSION

Giving organizations the freedom to transform the way communities live, work and play through the industry's most comprehensive, flexible, open and connected technology platform.

Regardless of size, location, or property portfolio, we understand that every company has unique needs. Real estate owners, operators, occupiers, and investors seek open solutions, configurable to their specific business requirements and goals.

MRI develops lasting client relationships based on nearly five decades of expertise and insight. Through leading solutions and a rich partner ecosystem, MRI liberates real estate companies to elevate their business and gain a competitive edge.



While our operations make us one of the biggest companies of our kind, our experienced and knowledgeable regional teams mean we always offer a personalized approach.

Our People



The company you partner with should have experienced people who can support your business needs. Many of our employees have been with MRI for 15, 20, and even 30 years or more and provide tremendous knowledge and experience to our clients.

MRI is also just a collection of fun, knowledgeable, and hard-working people who are a joy to work with! MRI's client conferences and industry tradeshows are not only valuable business events, but often provide memorable personal experiences for our clients, partners, and employees.

MRI Software Foundation

Transforming the way communities live, work and play

The MRI Software Foundation's mission is to strengthen underserved communities through sponsorships, grants and volunteerism.

MRI Software Foundation UK - Established in January 2022

MRI Software Foundation - Registered as 501(c)(3) private foundation in 2021

MRI Software Australia Public Ancillary Fund - Established in October 2021

Since its inception, the MRI Software Foundation has deployed more than £350,000 on four continents, based on staff member requests, in support of our mission.

- Literacy
- Science & Technology
- Homelessness
- Food Banks & Meal Services
- Disaster Relief

For more information about the MRI Software Foundation please see

<https://www.mrisoftware.com/mri-software-foundation/>.

Social Value

MRI Software views social value as a fundamental outcome for social housing, recognising that providers influence individuals and communities far beyond financial performance. For MRI, social value encompasses improving lives, fostering sustainable tenancies, enhancing community wellbeing, and driving positive change across areas such as employment, health, digital inclusion, and social cohesion.

MRI supports social housing organisations in evidencing and measuring the broader impact of their work through advanced, data-driven systems and analytics. This enables providers to meet strategic objectives like securing funding, complying with regulations, and highlighting service improvements.

Through powerful tools, data integration, and comprehensive reporting, MRI empowers organisations to transform social value commitments into tangible, measurable outcomes — helping housing providers create meaningful change and strengthen the communities they serve.

Furthermore, MRI demonstrates its commitment to social value through active volunteering and community initiatives led by the MRI Software Foundation. The Foundation focuses on supporting local communities, particularly in housing and education, by organising staff volunteer programmes and sponsoring impactful projects.

Examples include:

- Staff volunteering with homelessness charities, food banks, meal services, and literacy programmes directly benefiting social housing communities.
- Employee participation in volunteer events and fundraising efforts to provide educational resources, support community activities, and assist homelessness relief initiatives.
- Donations and support for organisations dedicated to community empowerment, housing assistance, and resident wellbeing, both in the UK and internationally.

For social housing customers, this translates into direct community benefits through hands-on volunteering and broader social impact investments—enabling housing providers to deliver meaningful value that extends beyond housing services alone.