

## MRI Safer Communities

MRI Safer Communities is a comprehensive and connected case management solution for the social housing sector, that provides separate case pathways for Anti-Social Behaviour ASB and Domestic Abuse, equipping customer facing teams to better manage all aspects of their cases, including complaint handling, investigations, referrals, enforcements, prosecutions and reporting.

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 including disaster recovery

Included within this Cloud service offering is:

- Implementation of the standard solution for one organisation.

Excluded within this Cloud service offering:

- Training, but this can be purchased additionally (see SFIA rate card)

Pricing scale based on the number of properties in management by the organisation.

| Solution          | No. of Properties* | Annual Pricing |
|-------------------|--------------------|----------------|
| Safer Communities | 0-1000             | £12,500.00     |
|                   | 1001 - 2500        | £18,000.00     |
|                   | 2501 - 10000       | £30,500.00     |
|                   | 10001 - 30000      | £37,500.00     |
|                   | 30000 - 50000      | £48,500.00     |
|                   | 50000+             | £73,000.00     |

\* 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

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

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

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

## Assumptions

- 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 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 accommodation expenses
- All prices do not include VAT
- 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          |
|---------------------------|-------------------------------------------------------------------------------------------------|----------------------|
| <b>Project Management</b> | Project coordination services to plan, manage and oversee delivery activities.                  | <b>£162 per hour</b> |
| <b>Consulting</b>         | Advisory services supporting configuration, process alignment and best-practice adoption.       | <b>£162 per hour</b> |
| <b>Training</b>           | User training services to support system understanding and effective day-to-day use.            | <b>£162 per hour</b> |
| <b>Technical Services</b> | Specialist technical services supporting integration, data activities and system configuration. | <b>£162 per hour</b> |

## 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

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 Safer Communities.

- MRI Housing Enterprise
- MRI Safer Communities
- MRI Service Charges
- MRI Asset Management
- MRI Repairs
- MRI Housing Options
- MRI Allocations
- MRI Income Analytics