

The MRI Engage Customer Portal (Resident or Tenant)

Customer-centric portal technology to increase satisfaction, reduce operational costs and elevate your brand.

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
Engage Essentials	Includes self-service - payments, maintenance requests, documents and news.	£10,000 for the first 5000 units and £6,000 for every 5000 units thereafter
Engage Professional	Essentials functionality + customer forums, personalised offers, customisable my home section, my neighbourhood section.	£4,000 for the first 1000 units and £3.60 per unit thereafter
Engage TAP (tenancy application portal)	Online self-service lettings capability	£3,500 for the first 1000 units and £3.5 per unit thereafter

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.
- 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.	£200 per hour
Consulting	Advisory services supporting configuration, process alignment and best-practice adoption.	£200 per hour
Training	User training services to support system understanding and effective day-to-day use.	£200 per hour
Technical Services	Specialist technical services supporting integration, data activities and system configuration.	£200 per hour

Complementary MRI Services available on G-Cloud 15

Managed Services

Ongoing operational support services to manage agreed systems and environments.

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MRI Agora Insights

MRI Secure Sign

MRI Energy Management

MRI OnLocation People Presence

MRI OnLocation Footfall Analytics

MRI Workplace Central