MRI Income Analytics

MRI Income Analytics is a cloud-based solution for improving income collection, maximising arrears reduction and sustaining tenancies. Using smart predictive algorithms and AI machine learning to identify which accounts in arrears will pay without intervention and prioritise higher risk tenancies, enabling you to work more effectively and reduce officer caseload.

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.

For clarity and avoidance of doubt included within this service offering is:

- Implementation of the standard solution for one organisation
- Annual arrears audit health check by solution expert to maximise return on investment
- Integration to MRI Housing Enterprise, MRI Housing One or MRI One Housing

Excluded within this Cloud service offering:

- Training and onboarding data migration but this can be purchased additionally (see SFIA rate card)

MRI Income Analytics	No of Properties in Management*	Annual Pricing
Tier 1	0 - 2500	£27,628.16
Tier 2	2501 - 10000	£41,442.23
Tier 3	10001 - 30000	£69,070.39
Tier 4	30000 - 50000	£103,605.59
Tier 5	50000+	£138,140.78

* Defined as the number of properties as reported annually to the Regulator for Social Housing or equivalent regulator in Wales or Scotland.

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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

Assumptions

- Pricing does not include integration to non-MRI housing solutions and implementation services unless stated, they will be charged at the rate listed.
- All prices do not include VAT
- The annual pricing is invoiced annually in advance and will be due from contract signature
- 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 tax
- 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

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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

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 Income Analytics

- MRI Housing Enterprise
- MRI Housing One
- MRI Safer Communities
- MRI Service Charges
- MRI Asset Management
- MRI Repairs
- MRI Allocations
- MRI Income Analytics
- MRI Agora Insights - Business Intelligence and reporting platform bringing all your MRI solution data into one place giving you valuable insights into your organisation's performance. Include MRI Ask Agora, our AI tool enabling you to query your data using simple plain text (without the need for any database knowledge).

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