




REAL ESTATE SOFTWARE

# Unified solutions for local government

Done with care, expertise and experience



An illustration of a woman with dark curly hair, wearing a green blazer over a white top and blue striped trousers. She is standing in a stylized landscape with a city skyline in the background. Five thought bubbles are floating around her head, each containing a text snippet. The bubbles are connected to her head by thin lines.

Fragmented systems – I can't see the data

Manual process draining

Need to meet compliance and KPIs

Impact of LGR

More work, less resources

## Lead the change

Local authorities across the UK are under intense pressure, facing funding shortages, rising costs, and growing demand for essential services. Alongside complex compliance and shifting regulations, the move to new unitary authority structures is further fragmenting systems and data—making joined-up service delivery even harder. To meet these challenges, councils urgently need solutions that streamline processes, unify data, cut costs, and boost revenue.

## It's time for connected systems that empower local authorities to work smarter

Driven by a deep belief in the power of community, MRI Software helps to empower local authorities with integrated, customer-focused solutions that make a lasting difference.

This [interactive guide](#) is designed to help local authority leaders explore MRI's integrated solutions, showcasing real-world success stories from councils, public and private sector organisations. It's designed to help you navigate the complexities of local government reorganisation with confidence.

# All your local government technology needs to power thriving communities



**Click to Explore**

Click or tap on highlighted elements to reveal added features and details.

# Revenues and benefits management

## Boost revenue collection and speed up benefit processing

MRI Revenues and Benefits is a comprehensive cloud-based solution used by over 120 local authorities, powering the collection of over 11.7B Business Rates, 15.7B Council Tax and timely payment of 5.2B Housing Benefits.

The solution enables you to streamline administration, boost collection and save time, effort and money. The built-in automations speed up service delivery, creating a full audit trail whilst also reducing errors.

### Business benefits:

Enable online self-service for a better citizen experience

Empower quick and ethical revenue collection

Speed up benefits processing and ensure timely payments

### Key features:

- Council Tax Collection
- Business Rate Collection
- Debt Recovery
- Benefits Processing
- Citizen Self-service Portals
- Digital Document Management
- In-built Automation & Digital Forms
- Mobile Working



### Client Success West Northamptonshire Council

- System migration to MRI completed in **5 months**
- **69%** reduction in Housing Benefits processing time
- **50%** reduction in outstanding Housing Benefit backlog
- Achieved **96.3%** Council Tax collection and **98%** Business Rate collection



# Educational services

## Improving statutory education and children’s services for better outcomes

MRI Education is a flexible suite of education solutions used by over 100 UK local authorities to improve outcomes for children, young people and families. Our statutory-compliant tools streamline admissions, attendance, special educational needs and transport, significantly reducing admin and processing time.

Secure data integration provides a holistic view for informed decisions and early intervention, while our SaaS solutions free teams to focus on safeguarding and targeted support.

### Business benefits:

Identify at-risk children sooner for better outcomes

Streamline administrative tasks for efficient support

Consolidate data for informed decisions

### Key features:

- School Admissions & Transfer
- Attendance Management
- Child Employment
- Elective Home Education Management
- Fixed Penalty Notices
- Youth Support Services
- Early Years Support
- School Exclusions
- Free School Meals
- Special Educational Needs Management
- Transportation Management



#### Client Success Torfaen Council

- 5-15 minutes** admin time per process, previously 2-4 hours
- Improved attendance** thanks to staff proactive intervention
- Postage costs reduced** thanks to Gov.UK Notify integration



#### Client Success Bradford City Council

- Real-time FPN status visibility for 200 schools
- £100,000 FPN revenue raised in 4 months
- £80,000 cost reduction on temporary staff



# Social housing

## Helping your housing staff take care of tenants, properties and communities

MRI's comprehensive Social Housing suite is co-developed with the sector and trusted by over 950 registered providers. Our solutions support every aspect of housing management - from fulfilling statutory duties around Rough Sleeping and Homelessness to ensuring homes are safe and compliant with Awaab's Law, using modern, proactive tools for asset and repairs management.

### Business benefits:

Protect income, sustain tenancies, build thriving communities

Maintain compliance proactively and efficiently

Save time to focus on helping people in need

### Key features:

#### Housing and Case Management

- Homelessness
- ASB & Domestic Abuse
- Allocations & Mutual Exchange
- Housing & Tenancy

#### Asset and Repairs

- Asset Management
- Repairs & Maintenance
- Operative Tracking
- Smart IoT Homes

#### Finance and Accounting

- Finance Management
- Service Charges
- FRS-102
- Financial Modelling

#### Data and Customer Services

- Self-service Portals
- CRM
- Data Reporting

### Client Success



Ashford Borough Council

- **95%** reduction in ASB-related complaints
- **55%** reduction in missed repairs appointments
- **81%** reduction in arrears caseloads



Royal Borough of Greenwich

- **78%** reduction in homeless application processing times
- **40%** admin time freed up
- **HCLIC** improved accuracy and timely submissions



# Property management

## Taking control of your property portfolios

Managing public sector property portfolios is complex. Disconnected systems, manual tasks and data gaps create inefficiency. MRI's integrated property management software simplifies operations - giving local authorities full control over housing, commercial, and community assets, while improving service delivery, compliance, and financial performance.

MRI brings together all property functions into one easy-to-use, connected platform.



### Business benefits:

Deliver growth and maximise return on investments

Integrated tools for full financial governance

Flexible, cloud-based platform that scales with your organisation

### Key features:

- End-to-end financials including P&L, balance sheet and ledger management
- Automated service charges and RICS-compliant client money handling
- Online payments, self-service tools, and real-time communication
- 24/7 mobile tools for teams, contractors, and residents
- Manage property data, maintenance, and compliance – including the Golden Thread
- Extract and centralise lease data with intelligent automation
- Track usage, cut costs, and progress toward Net-Zero goals



### Client Success London Borough of Hackney

- **Combined** property, accounting and asset management solution
- **Digital-first** approach with adoption of portals for resident-focused self-service
- **Mobile access** to data, facilitating collaboration and decision-making



# Lease & fixed asset accounting

End-to-end tools for streamlined administration, compliance, and financial control

MRI offers local authorities a robust solution to manage lease and fixed assets in full compliance with public sector accounting standards and delivering complete financial visibility.

From property and equipment leases to capital assets, you gain a unified approach for accurate reporting, strategic decision-making, and operational efficiency. Simplify complex lease portfolios, automate calculations, centralise lease data, and provides real-time reporting for audits and financial planning.



**Client Success**  
Southwark Council

- **95%** reduction in depreciation costs
- **Reduced asset** lines from 177,000 to 43,000
- **Minutes instead of hours** to run depreciations



## Business benefits:

Compliance with IFRS, ASC, CIPFA, and SORP requirements

Operate more efficiently with automated processes for accounting and reporting

Gain complete financial visibility across lease and capital assets



## Key features:

- Capture and search key lease, property, and asset details
- Ease of lease payments and invoice reconciliation
- Manage historic and current asset records with cost depreciations
- Store indexation rates and uplift rent appropriately
- Lease lifecycle management
- Tools for disposals, transfers, revaluations, and improvements
- Comprehensive forecasting, budgeting and customisable reporting suite
- Integration with ERP, AP, and general ledger systems



# Energy management

## Gain full visibility into energy performance to drive sustainable change

Managing space is more complex than ever. Hybrid working, rising energy costs, and sustainability goals demand data-driven decisions. Without full visibility, energy usage can spiral. MRI Energy gives you the tools to monitor, control, and reduce consumption—helping you cut costs and meet targets.

It simplifies energy data management, delivers actionable insights, and supports progress tracking, making it the right fit for your organisation.



### Client Success MRI's UK HQ office

- **£33k annual energy savings** at a London office
- **23.5% reduction** in energy consumption, 19.5 tonnes of CO<sub>2</sub> avoided
- **Smarter cleaning schedules** and floor closures based on occupancy patterns



### Business benefits:

100% visibility of energy consumption, trends and anomalies

Drive change with insights and controls into usage

Reduce consumption and lower your carbon footprint

### Key features:

- Collect data from all types of data sources
- Perform broad analysis of energy data using a wide range of techniques
- Detect anomalies and generate automatic alarms for data outside of tolerated levels
- Manage energy, emissions, renewables, waste, and recycling with built-in reports

- Utilise dashboards to create a unified view of key metrics
- Create and monitor budgets in accordance to usage, and verify bills against meter data
- Save costs and time by automatically billing tenants for utilities usage



# Facilities management

## Operational and cost efficiency across assets, workforce and contractors

Facilities teams often face outdated systems, error-prone spreadsheets, and multiple email chains from multiple suppliers and contractors. Disconnected tools lead to conflicting data, a major risk when compliance, certifications and auditing is essential. Proven across multiple industries across the global, MRI Evolution is a CAFM solution giving full visibility across your FM operations.

It presents property, asset and contractor data clearly, automating maintenance and helping teams make informed decisions, optimise workflows, and improve control.



### Client Success Coventry City Council

- **Centralised management** of council's entire portfolio maintenance
- **Compliance** documents directly linked to jobs
- **£30,000 saving** in axed software alone



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



### Business benefits:

Ensure oversight and control over resources to stay efficient

Manage Asset lifecycles reducing costs and prevent SLA failure

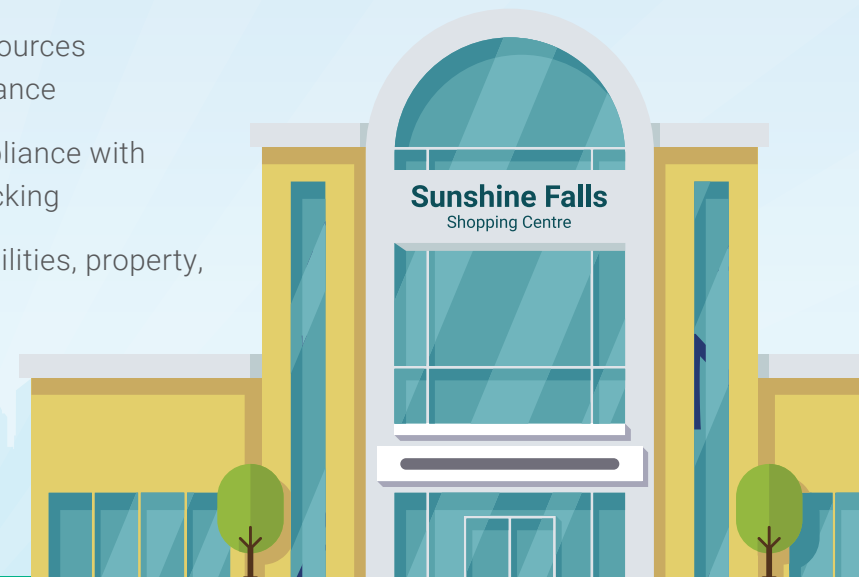
Stay compliant and ensure your contractors do too



### Key features:

- Track maintenance across your estate
- Monitor task trends to boost efficiency
- Connect mobile teams with workforce apps
- Analyse FM spend for smarter decisions

- Optimise resources and performance
- Ensure compliance with real-time tracking
- IWMS for facilities, property, and energy



# Visitor management

## Actionable data to optimise spaces and drive growth

Planning for place management is crucial for local authorities. But you need the data and insights into how your locations, high streets and town centres are performing to enable growth opportunities or optimising your spaces. MRI OnLocation monitors physical behaviours inside and outside of locations and develops actionable insights and predictive analytics on footfall to maximise the value of every metre of your space.

MRI OnLocation has the most comprehensive footfall data set in the UK, recording over 218M+ footfall counts 24/7 in over 650 UK retail destinations comprising of high streets, retail parks and shopping centres.

### Business benefits:

Understand performance in towns and high streets

Analyse and improve capture rates

Optimise spaces to drive efficiencies

### Key features:

- Monitor pedestrian footfall 24/7
- Identify trends, benchmark against UK High Streets, and assess seasonal impacts
- Plan staffing and resources for cleaning and security based on activity
- Share insights with partners like police and safety groups
- Measure marketing ROI with live and next-day verified data
- Use data to support funding, planning, and public realm improvements
- Analyse flow by daypart to aid tenants, attract business, and drive investment



### Client Success Rotherham City Council

- Supported physical regeneration programme
- Benchmarked performance regionally and nationally
- Records vacancy rates and information on its retailer mix



# Empowering local authorities with unified, actionable data

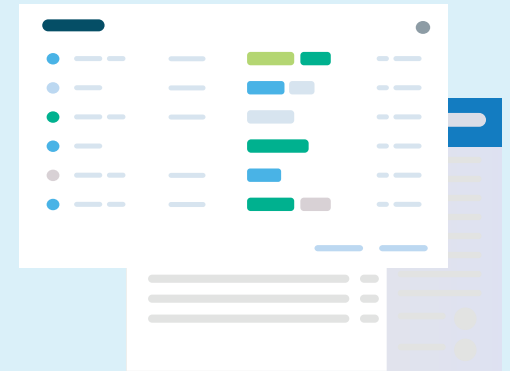
**MRI Agora is a powerful platform that unifies data from multiple MRI and third party solutions intelligently. With MRI Agora Insights, that data comes to life!**

Local Authority leaders face growing pressure to deliver better outcomes with fewer resources - especially during reorganisation and reform. These changes offer a chance to reassess your technology landscape. If teams work in silos, your systems and data likely do too. Instead of adding disconnected tools that increase complexity, forward-thinking leaders choose MRI Agora for a single, trusted source of truth. It's not about more technology - it's about smarter, connected technology that brings clarity, transparency, and confidence to every decision.

## Make your data work harder

Preparing for reorganisation, seeking funding, or improving services? MRI Agora Insights helps you:

- View data in dashboards
- Act faster with fewer clicks
- Cut manual reporting
- Spot trends early
- Deliver better outcomes for communities



## Key benefits of consolidated data for Local Government

### ✓ Self-service analytics

Empower teams with intuitive dashboards and AI-driven queries—no technical skills needed.

### ✓ Data transparency & accuracy

Unify data from MRI solutions, partner platforms, and internal systems for a complete operational view.

### ✓ Cross-system intelligence

As councils merge or restructure, Agora Insights delivers clarity and consistency to align data for better services, budgets, and strategies.

### ✓ Real-time insights

Maintain consistent, up-to-date data across departments to ensure compliance and accountability.

### ✓ Support for reorganisation

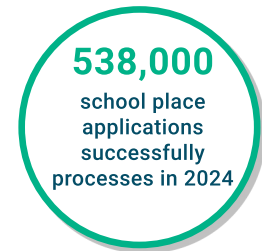
Monitor key metrics like service demand in real time—enabling smarter planning and resource management.



# Why partner with MRI Software?

At MRI, our vision is simple yet powerful: to **power thriving communities**. We're proud to be a trusted technology partner to over **200 local authorities** across the UK - chances are, your organisation is already benefiting from our solutions.

We deliver mission-critical technology that supports the services your citizens rely on every day:



## Proven local government expertise

We have a strong track record in supporting complex Local Government Reorganisation (LGR) migrations. Whether you're scaling rapidly or moving to the cloud, our experienced teams ensure a smooth and secure transition, on any size project.

## Open, connected platform

Our ecosystem integrates with leading tech partners for flexibility and choice.

## Beyond software

Dedicated support and managed services make us an extension of your team.

## Local roots, global strength

Global scale and innovation combined with decades of UK local government experience.



# Discover unified solution to power local government transformation

Get in touch and learn how you can lean on technology to deliver first-class service and positively impact the lives of people you serve.



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