

MI Support

Optimizing Application Support and Maintenance

Meridian's managed application support, MI_Support, is tailored to maximize the productivity of your operations in OUAF while improving your constituents experience with the system.

ENHANCE

- Complete documentation
- Faster restore times
- Increase user satisfaction

Through applying MI_Support and its foundational ITSM framework we can eliminate tickets by introducing rigorous problem management that identifies and resolves root cause to recur-ring issues that cause the greatest user dissatisfaction.

Reviewing the system we fill any gaps in documentation and store in structured, elastic platform.

ACCELERATE

- Faster releases of new features
- Product backlog tailoring
- Incident and event analysis

Implementing a product management framework to your OUAF ecosystem we create accelerated releases with features that are quantifiably evaluated.

Incidents and events are analyzed to promote greater user adoption and efficiency.

OPTIMIZE

- Maximize adoption of Base
- Eliminate integration brittleness
- Test Automation

Leveraging Meridian's Consulting & Advisory we apply regular scrutiny to customizations that impact timeliness and stability of Oracle patches and upgrades. Additionally, all interfaces and integrations are evaluated for performance

As the team continues to maintain the product in high quality, they'll set an automation test script target and steadily build that suite until the target is reached.

Meridian specializes in the entire life cycle of Utility systems and their business functions.

Our deep domain experience allows us to tune your systems to align with business goals



SLA-Driven
Accountability



Transparency and
Procedures



Analytics
Drive Quality



Continuous
Improvement

An Oracle Partner SINCE 2008

We specialize in Oracle Utilities' products and services, Oracle E-Business Suite, and Oracle SOA Suite.

Meridian Integration provides turnkey solutions and services focused on digital customer engagement, mission critical system implementations and migrations, technology roadmap and readiness assessments, and business process consulting for the Utility industry.

Meridian is member of the Oracle Partner Network and has worked with hundreds of utilities since inception creating tremendous value while leveraging a broad portfolio of solutions and services.



(833) 570-2192

meridian-integration.com

4685 Sunbeam Road, #2, Jacksonville, Florida 32257

