

IDEA

Integrated Digital Engagement Application

IDEA is Meridian's state of the art, fully integrated, scalable, web-based and mobile, self-service platform for customers, agents, and administrators.

DIGITAL ENGAGEMENT

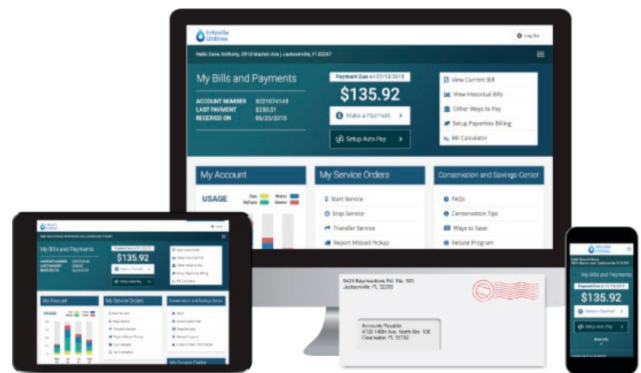
Utilities are more focused than ever on exceeding the expectations of their customers. We believe there are three critical customer touch points that must be seamlessly integrated to maximize customer satisfaction:

 **Bill Presentment**  **Payment Processing**  **Customer Engagement**

Meridian's IDEA solution is a web-based and mobile, digital engagement platform that consists of intuitive, user-friendly, customer-focused, portals designed to enhance the customer experience. Our platform delivers real-time CIS and payment processing system integration for all customer transactions, including electronic payments, outage information, usage information, end-to-end self-service, and agent portals for back-office integration.

IDEA creates exceptional user experiences and great operational efficiencies through:

- Real-time CIS integration
- Comprehensive customer and agent dashboards
- Robust end-to-end customer self-service
- Fully customizable interface to align with your brand standards



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.



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