

IDEA FOR CUSTOMERS

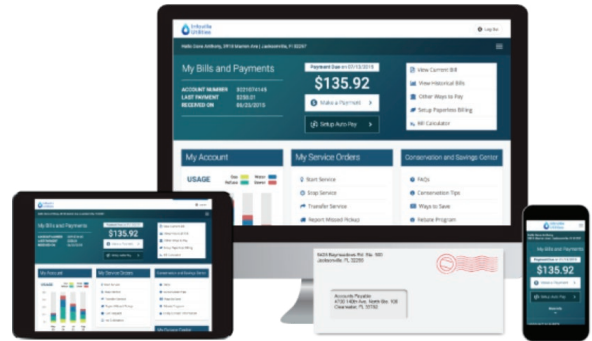
Get Ready to Revolutionize the Way You Engage with Your Customers!

Introducing IDEA - Meridian's state-of-the-art digital engagement platform seamlessly integrates all critical customer touch points, including bill presentment, payment processing, and customer engagement.

We understand that utilities are more focused than ever on exceeding customer expectations. Our IDEA solution is designed to enhance the customer experience with intuitive, user-friendly portals that can be accessed from anywhere on any device.

With IDEA, you'll enjoy the following:

- ✓ **Real-time CIS integration** for all customer transactions, including electronic payments, outage information, and usage information
- ✓ **Comprehensive customer and agent dashboards** that keep you informed and in control
- ✓ **Robust end-to-end customer self-service** capabilities that reduce operational costs and improve efficiencies
- ✓ A fully **customizable interface** to align with your brand standards



But it's not just about functionality - IDEA is built to create exceptional user experiences that drive customer satisfaction and loyalty.

Ready to take your digital engagement to the next level with IDEA? Contact us today to learn more and see how we can help you exceed your customers' expectations.

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

Meridian is a 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.



Contact Us!

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