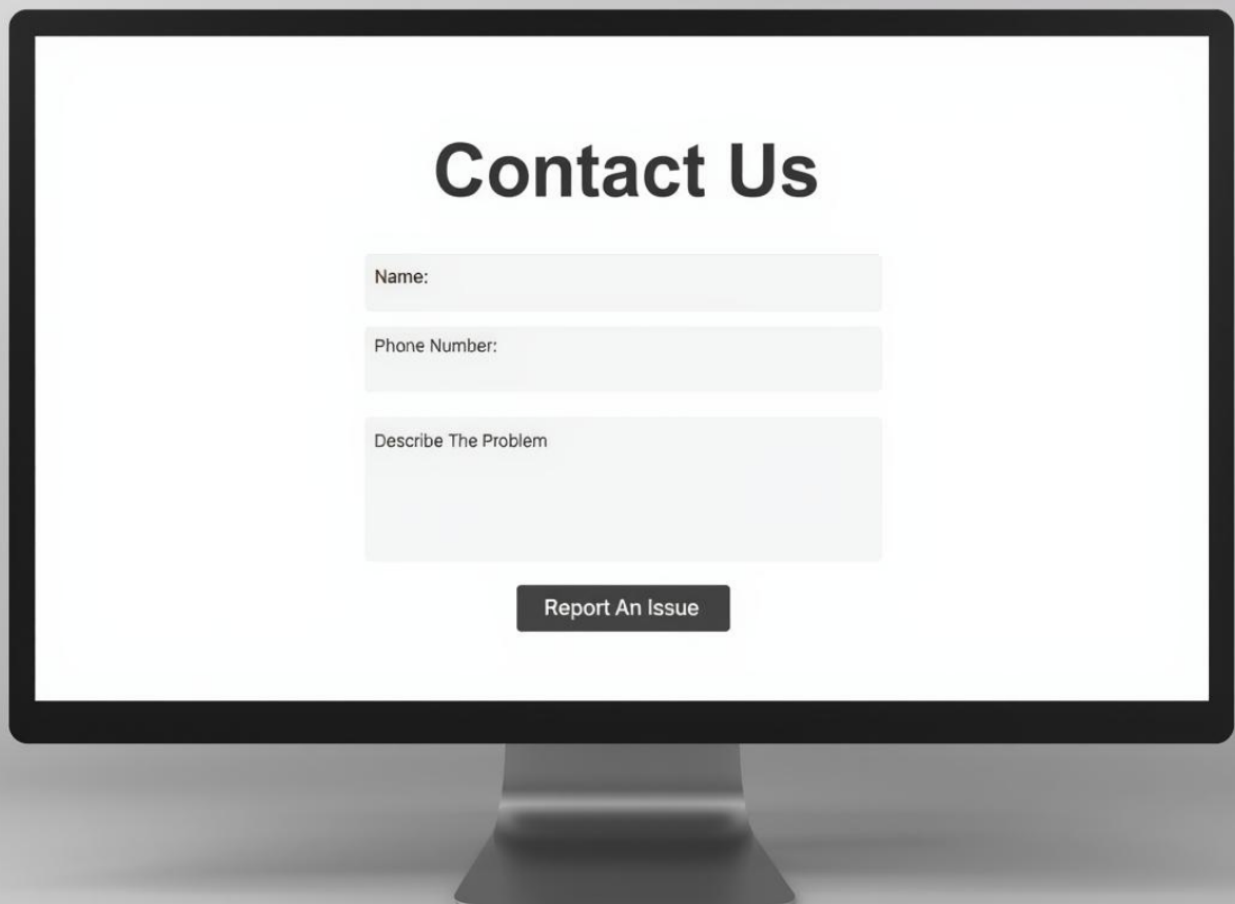


Webforms & Self Service

Meritec ESB

Service Definition: 08/12/25



The image shows a computer monitor with a black frame and stand, displaying a web form titled 'Contact Us'. The form is centered on a white background. It includes three input fields: 'Name:', 'Phone Number:', and 'Describe The Problem'. Below the input fields is a dark gray button with the text 'Report An Issue'.

Contact Us

Name:

Phone Number:

Describe The Problem

[Report An Issue](#)

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PREFACE

Webforms & Self Service

Meritec is an established and highly respected professional and technical services company based in Nelson, Lancashire. We provide a range of specialist business and support services to deliver performance improvement and realise business benefits to primarily the public sector.

Our customers include a number of local authorities, social housing landlords, central government departments and private sector organisations that are spread far and wide throughout the UK. In addition to providing high quality digital solutions and technical support, our services also include consultancy and training, project/implementation services and Revenues & Benefits Processing. We have delivered major change to many organisations of varying size and profile since the company was formed in 1996.

In particular, our services are complemented by a portfolio of e-awareness products in key areas such as Fraud Awareness, Risk Management, Information Security and Cyber security, together with modern technologies that support the cost-effective delivery of projects and digital transformation programs. Meritec prides itself on its strong relationships with its customers. We are friendly and easy to do business with and our core value is to exceed our customers' expectations.

Any questions should be addressed in the first instance to Adam Wilkinson.

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Transform the way you deliver digital services

Meritec's Low Code Digital Platform is a UK-hosted SaaS solution designed to help organisations automate workflows, streamline processes, and deliver exceptional customer experiences without heavy coding or complex integrations.

Our platform combines flexibility, scalability, and security with an intuitive interface that empowers your teams to build and adapt solutions quickly. Whether you need case management, process automation, or integration with legacy systems, Meritec makes it simple.

Why choose this Meritec solution?

- Pre-configured and custom-built responsive web forms tailored to your workflows
- Seamless embedding into your website for a unified user experience
- Automate business processes with integrated back-office workflows
- Easy form builder for quick service requests and transactions
- Built-in document storage and management: no extra tools needed
- Fully responsive design that meets accessibility standards
- Intelligent form logic to guide users and improve completion rates
- Case management and escalation flows to keep processes on track
- Real-time reporting for instant insights on form performance
- Easy integration with email, CRM, and other systems
- Shift workload from phone and email to self-service forms
- Modernise paper-based or legacy processes with digital efficiency
- 24/7 availability from secure Tier 3+ UK data centres
- Rapid deployment: configure in minutes, no coding required
- Enterprise-grade security: ISO 27001, Cyber Essentials Plus, (optional) annual penetration testing

What you can do with this Meritec solution

- Use a fully UK-hosted SaaS platform with responsive, accessible forms
- Launch pre-built or custom forms that match your exact workflow needs
- Embed forms straight into your website for a seamless user experience
- Build service requests, transactions, scheduling, and more
- Collect documents directly within forms: no extra tools required
- Deploy fully mobile-responsive forms that meet accessibility standards
- Apply intelligent form logic to guide users and boost completion rates
- Track and manage submissions with case management and escalation flows
- Gain instant insights via built-in reporting on form performance
- Link forms to email, CRM, and back-office systems for end-to-end automation
- Shift volume off phone and email to self-service, cutting workload
- Replace paper or legacy systems with fast, digital forms
- Deliver 24/7 availability from secure Tier 3+ UK data centres
- Configure and launch forms yourself

- Scale reliably with guaranteed resources and enterprise-grade security
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Key Features

- Hosted across Tier 3+ specification UK data centres for resilience.
 - 99.9% uptime (excluding maintenance windows).
 - Role-based security with optional two-factor authentication.
 - Disaster Recovery options with annual testing.
 - Full support via phone, email, and online portal.
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Onboarding & Offboarding

- **Onboarding:** Account setup, credentials, data migration (CSV preferred), and service activation.
 - **Offboarding:** Secure data erasure, decommissioning, and account closure.
-

Pricing

From **£15,600 per annum** (plus setup). Includes infrastructure, application management, licenses, and support. Excludes onboarding and configuration.

Support & Service Levels

- **Availability:** 24/7 service, 99.9% uptime.
 - **Helpdesk:** Business hours (08:30–17:30), ITIL-based support.
 - **Performance:** Screen response within 3 seconds; searches within 5 seconds.
-

Training

User manuals, online knowledge base, workshops, and skills transfer. (Workshops charged at daily rate.)

Compliance & Security

Meritec acts as **Data Processor**; customer is **Data Controller**. ISO-certified and GDPR-compliant.

Technical Requirements

Access via modern web browsers (Chrome, Firefox, Safari). Works with MS Office, Adobe Reader, and mapping tools.

Termination

- By customer: 90-day rolling contract after initial 180-day term.
 - By supplier: 6 months' notice.
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Ready to transform your digital services?

Contact us: **hello@meritec.co.uk | 01756 699204**