

Digital Portals & My Account

Meritec ESB

Service Definition: 08/12/25

Name

Password

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PREFACE

Digital Portals & My Account

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?

- UK-hosted SaaS portal for secure, compliant digital services
- Mobile-friendly design for seamless access on any device
- Real-time case tracking to keep users informed and reduce support calls
- Built on Meritec's low-code engine for rapid automation
- Ready-to-go secure login and self-service features: fast deployment
- Eliminates manual processes with intelligent workflow initiation
- Drives channel shift with digital consultation tools
- Fully hosted: no local installs, no maintenance headaches
- Customisable workflows to fit your organisation's needs
- Improves customer experience with faster response and tracking
- UK-based support with clear SLAs and rapid response times
- Strong security: ISO 27001, Cyber Essentials Plus, encrypted data
- High availability: 99.9% uptime and lightning-fast page loads
- Flexible integration via API and Active Directory compatibility
- Social value: renewable energy, staff well-being, mental health support

What you can do with this Meritec solution

- Deploy a secure, UK-hosted SaaS portal for all your digital services
- Automate workflows quickly: no more manual processes
- Connect seamlessly with your existing databases and third-party systems
- Enable self-service login, registration, and account management for users
- Give customers real-time case tracking and status updates
- Streamline back-office operations with low-code automation
- Deliver a mobile-friendly experience across all devices
- Host digital consultations to boost engagement and reduce calls
- Personalise customer journeys for a tailored experience
- Extend reach with an optional mobile app for on-the-go access
- Configure branding, permissions, and integrations with simple admin tools
- Integrate easily via SOAP/XML APIs for smooth system connectivity

- Manage and configure in-house
 - Scale confidently with 99.9% uptime and lightning-fast performance
 - Protect data with enterprise-grade security: ISO 27001, Cyber Essentials Plus, 2FA, and (optional) annual penetration testing
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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.
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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.
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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**