MERITEC

Mobile

Meritec ESB

Service Definition: 08/12/25

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PREFACE

ESB:Mobile

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?

- Rapid Deployment**:** Go live in weeks, not months.
- Low-Code Configuration
- Future-Proof**:** Built for scalability and continuous improvement.
- UK Data Hosting**:** Fully compliant with ISO 27001, 27701, Cyber Essentials Plus, and GDPR.
- Built on an Enterprise-grade low-code platform with a powerful rules engine for rapid development, deployment, and process automation: improving service delivery while reducing IT overhead.
- UK Tier-3+ data centre hosting ensures robust security, resilience, and regulatory compliance.
- Proven mobile and offline capability, with mobile functionality and support for field-based workers.
- Intuitive, graphical interface
- Flexible support options, including phone and online ticketing (with fast response tiers), a designated service manager, and optional onsite support.
- Competitive, transparent pricing starting at £9,075 per year.

What you can do with this Meritec solution

- Automate Workflows**:** Use our powerful rules engine to streamline decisions and tasks.
- Create Custom Applications**:** Build case management and service workflows tailored to your needs.
- Enable Mobile Working**:** Support for modern devices, offline capability, and GPS integration.
- Define advanced business logic, automating decisions, tasks, and workflows within a powerful rules-based engine.
- Extend workflows with ready-built or custom applications, reducing lead time and supporting organisational agility.
- Leverage location intelligence, mapping customer journeys, optimising field resource deployment, and delivering better citizen outcomes.
- Operate offline, enabling field-based staff to access, capture, and update data even without network connectivity.
- Scale reliably, with guaranteed SaaS resources and platform architecture designed to flex with demand.

- Integrate Systems**:** Connect to back-office systems via our integration hub (SOAP, JSON, GraphQL, .NET API).
- Business Intelligence**:** Support for custom dashboards and reporting tools like PowerBI and Crystal Reports.
- Secure Document Management**:** Store, search, and manage documents digitally.

Key Features

- Hosted across Tier 3+ specification UK data centres for resilience.
- 99.9% uptime (excluding maintenance windows).
- Offline working.
- Disaster Recovery options with annual testing.
- Full support via phone, email, and online portal.

Onboarding & Offboarding

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

Pricing

From **£9,075 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 (dependent on mobile coverage).

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 Android & Apple mobile devices.

Termination

- By customer: 90-day rolling contract after initial 180-day term.
- By supplier: 6 months' notice.

Ready to transform your digital services?
Contact us: **hello@meritec.co.uk | 01756 699204**