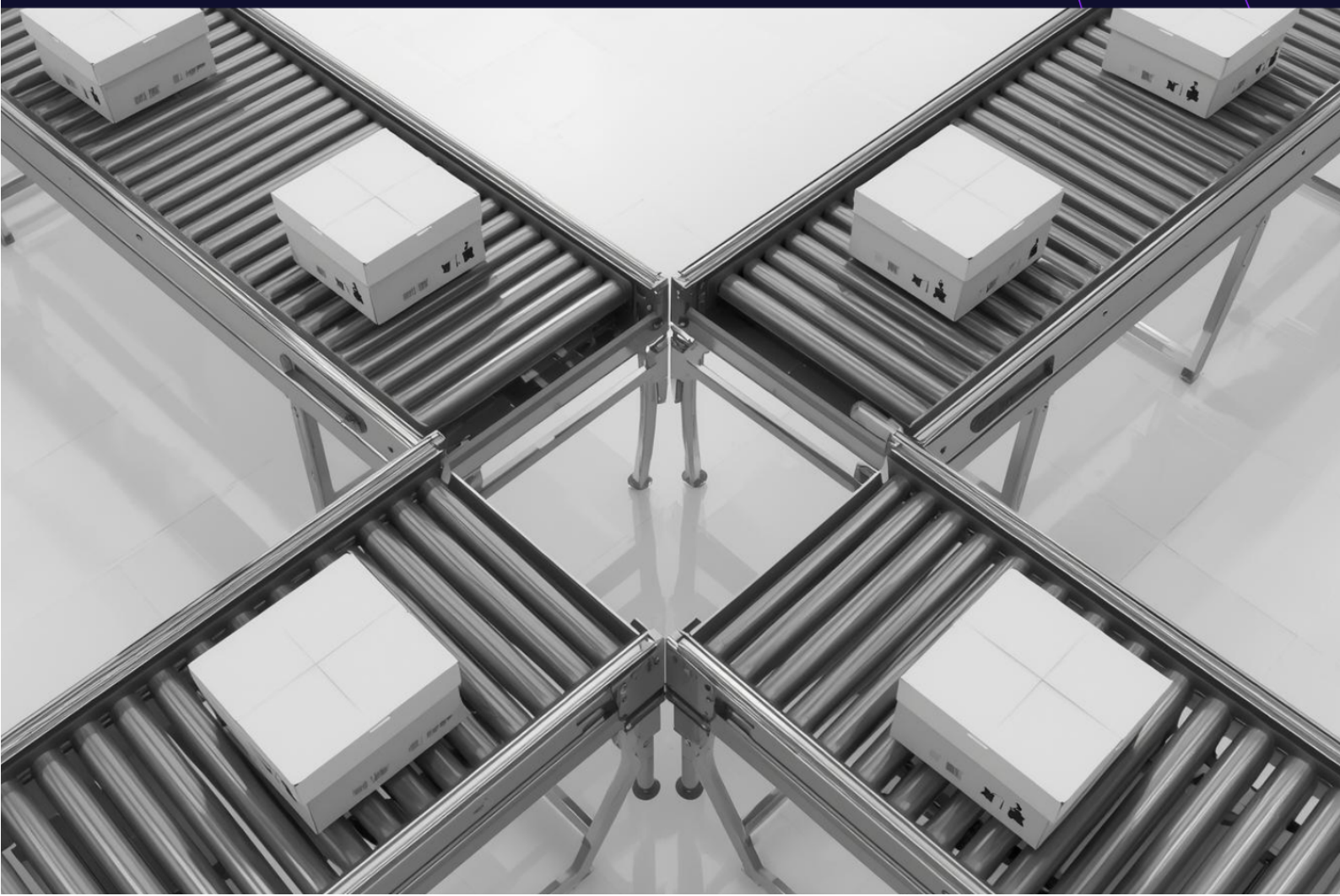
MERITEC

Onboarding & Supply Chain Management

Meritec ESB

Service Definition: 08/12/25



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PREFACE

Onboarding & Supply Chain Management

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?

- Removes manual onboarding bottlenecks, eliminating the 9 to 5 effect
- Automatically ensures ongoing supplier compliance
- Reduced organisational risk exposure
- Full audit trails without extra effort
- Easily adapts to local policies and frameworks
- Supports complex multi-department supply chains
- Improved accuracy of supplier information
- Saves time across procurement teams
- Real-time risk insights and alerts
- Strong governance and accountability
- Scales with organisational growth
- Smooth integration with existing systems

What you can do with this Meritec solution

- Onboard new suppliers faster through guided workflows
- Collect and validate compliance documents
- Automate risk assessments and scoring
- Monitor suppliers continuously across key criteria
- Schedule and manage periodic reviews
- Flag non-compliance for follow-up
- Track changes in supplier status
- Instantly generate audit-ready reports
- Configure workflows to match regulations
- Assign tasks to procurement teams
- Maintain a complete supplier evidence library
- Integrate external data sources for richer insights

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.

Onboarding & Offboarding

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

Pricing

From **£28,150 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.

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