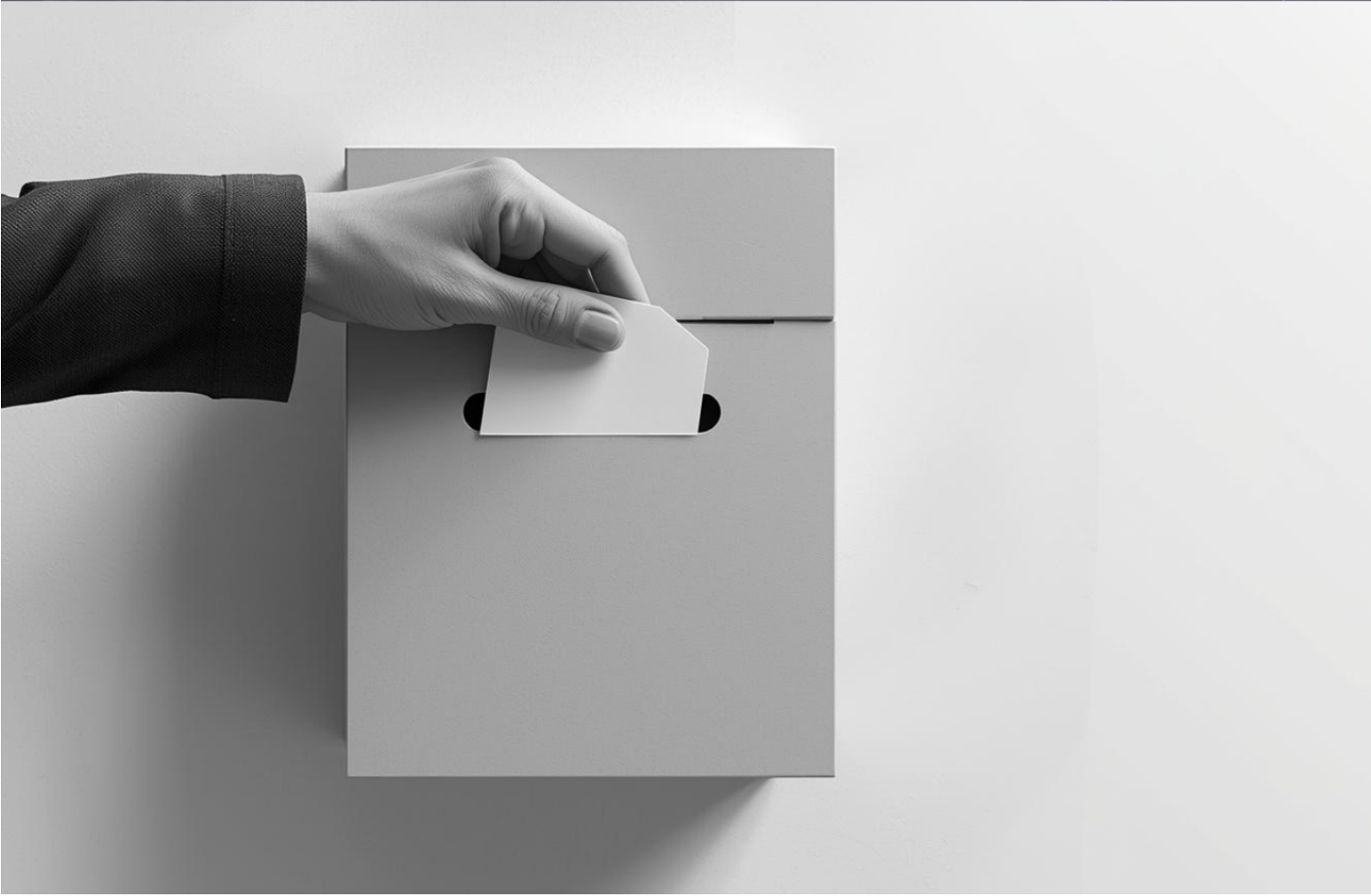


Information Governance, Complaints & Feedback

Meritec ESB

Service Definition: 08/12/25



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PREFACE

Information Governance, Complaints & Feedback

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.

Adam Wilkinson
Meritec Limited
Suite 34, Northlight Estates, Nelson.
BB9 5EG.

Tel: 01756 699204
Email: hello@meritec.co.uk

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?

- Streamlined case management: handle FOI, GDPR, complaints, and more with real-time tracking and automation.
- Configurable request types: pre-built for common requests and easily customised for your needs.
- Smart workflows: Intelligent routing, auto-populated fields, and ready-to-use templates.
- Actionable alerts: escalations, traffic-light statuses, and reminders keep deadlines on track.
- Eliminate email chaos: integrated notes and templates reduce messy email threads.
- Document everything: secure storage with full search and indexing for audit-ready records.
- Instant analytics: dashboards and reports for performance and compliance insights.
- Publish disclosure logs: automatically generate and share logs to cut down inbound requests.
- Secure UK SaaS: UK-hosted, ISO 27001 and Cyber Essentials Plus certified, 99.9% uptime.
- Rapid onboarding: quick setup with web-form builder and email interception; live in under a month.
- Scalable and flexible: role-based access, API integrations, and custom workflows.
- Cost-effective service: transparent pricing, no install costs, unlimited users, and full maintenance.

What you can do with this Meritec solution

- Manage information requests end-to-end: handle FOI, GDPR, EIR, complaints, and feedback in one system.
- Create your own request types: add and configure new forms for your organisation's needs.
- Build workflows visually: design and deploy processes quickly with a low-code rules engine.
- Automate routing and decisions: intelligent routing and auto-filled templates cut manual work.
- Trigger alerts automatically: escalations, traffic lights, and reminders keep deadlines on track.
- Capture communications in-app: notes and messaging reduce email clutter and improve traceability.
- Store & search documents: built-in repository with full-text indexing for easy audits.
- Track performance real-time: dashboards and analytics for instant KPI and compliance insights.
- Publish disclosure logs: auto-generate public logs to reduce inbound requests.
- Integrate seamlessly: connect with legacy systems, Active Directory, or Azure AD.
- Deploy fast & scale: quick setup with web form builder; SaaS scales with user volume.

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 **£8,975 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**