

Low Code Platform

Meritec ESB

Service Definition: 08/12/25



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PREFACE

ESB Cloud Software 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?

- **Rapid Deployment:** Go live in weeks, not months.
- **Low-Code Configuration:** Trained users can create and modify workflows without programming.
- **Future-Proof:** Built for scalability and continuous improvement.
- **UK Data Hosting:** Fully compliant with ISO 27001, 27701, Cyber Essentials Plus, and GDPR.
- **Enterprise-grade low-code platform** with a powerful rules engine for rapid development, deployment, and process automation: improving service delivery while reducing IT overhead.
- **Self-sustaining and highly scalable**, capable of handling workflows of any size and integrating seamlessly with legacy and modern systems.
- **Spatial-aware capabilities**, including spatial referencing support, mapping provider integrations, GPS, and AddressBase Premium: perfect for location-based services and case management.
- **UK Tier-3+ data centre hosting** ensures robust security, resilience, and regulatory compliance.
- **Broad integration support**, including SOAP/XML, LDAP/AD/Azure AD, and a dedicated Integration Hub: ideal for synchronising data across organisations.
- **Built-in reporting and analytics**, such as custom dashboards and BI exports, for clear insight into performance and service delivery.
- **Proven mobile and offline capability**, with mobile functionality and support for field-based workers.
- **Intuitive, graphical interface** enabling low training requirements and rapid ROI: ideal for organisations focused on speed and adoption.
- **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 £31,290 per instance per year: with multi-buy and education discounts available.

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.
- **Self-Service Portals:** Give customers easy access to services with branded portals.

- Design enterprise-grade applications for complex case management and business-critical processes, without writing code.
- 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.
- Store and retrieve documents digitally within any process, streamlining record-keeping and retrieval.
- Integrate systems at scale via the Integration Hub, synchronising data across legacy systems, AD/LDAP directories, and web services.
- Monitor performance through BI and dashboards, yielding clear insights into service metrics.
- Authenticate using corporate identity services, including Microsoft Active Directory, Azure AD, and LDAP: supporting seamless, secure access.
- 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).
- 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 **£31,290 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**