

# Accurate Asset Information Impacts Customer Experience

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REDUCE WORK ORDER DELAYS WITH  
ENGINEERING DOCUMENTATION



**11.5 M**  
WORK ORDERS  
MANAGED

**50+**  
OUT OF THE TOP  
100 RETAILERS

**\$1.5 T**  
IN ASSETS  
MANAGED

**500 M**  
DOCUMENTS  
TRACKED



Reduce maintenance delays to  
improve customer experience



Prevent on-site design mistakes  
and maintenance hazards



Optimize asset management  
and extend asset longevity

The lack of asset information puts your customer experience at risk with the potential for worker injuries and work order delays. Better documentation visibility removes silos between engineering and maintenance teams, facilitating tasks like finding maintenance manuals and inspection reports, and avoiding non-compliant sites and on-site accidents.

## AVOID ERRORS THAT IMPACT CUSTOMER EXPERIENCE

- Avoid on-site delays that directly impact your customer experience on-site
- Prevent costly errors and accidents due to lack of information
- Ensure safety of field technicians

## ENHANCE COMMUNICATION BETWEEN TEAMS

- Save time by finding key asset information faster
- Give the same view of official documentation to both engineers and field technicians
- Gain access to markup tools for comments and edits

## REDUCE DELAYS WITH ACCESS TO KEY DOCUMENTS

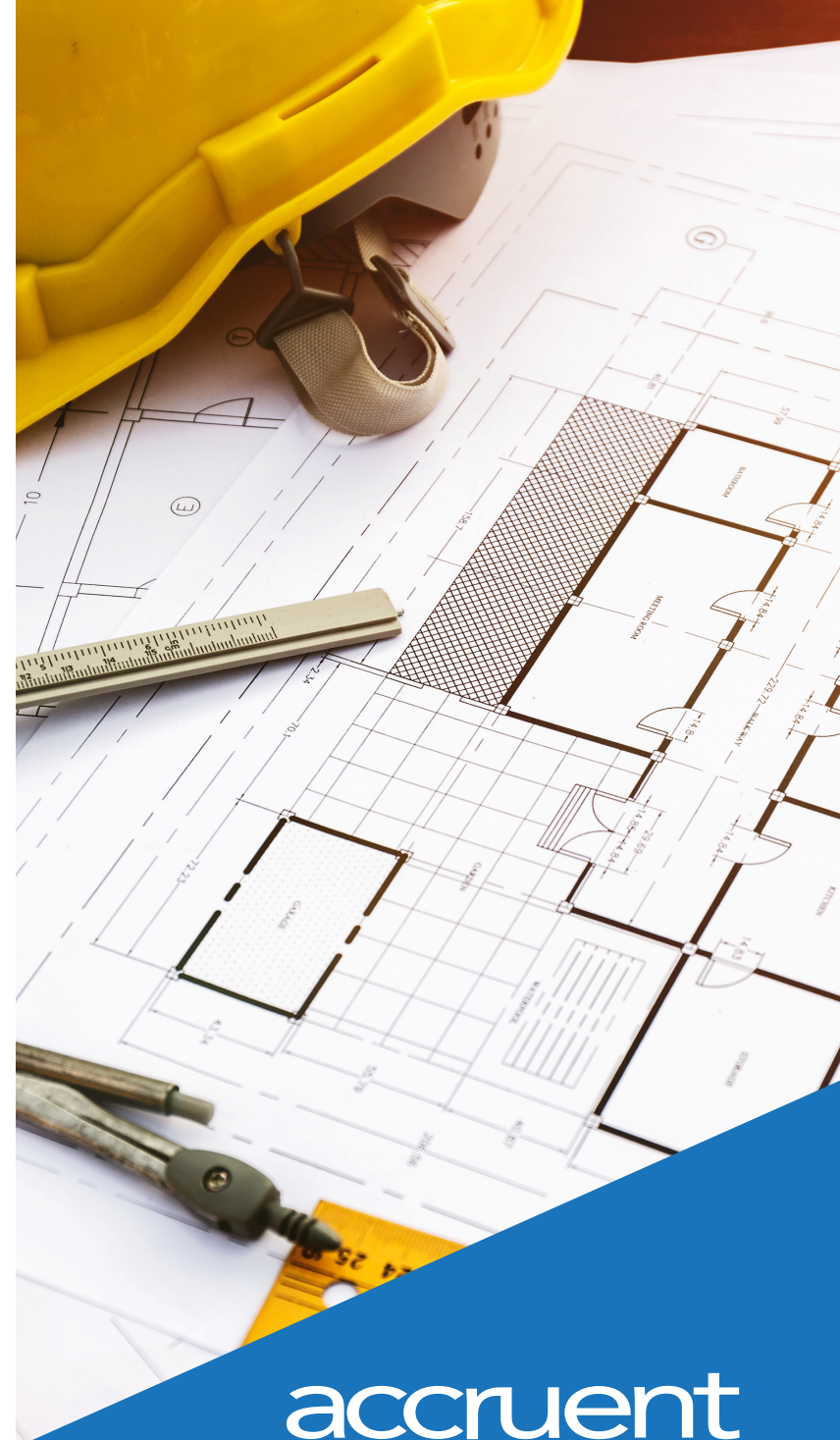
- Avoid loss of key information that can cause on-site work order delays
- Search, view, and download documents for asset service with one click
- View documents, including maintenance manuals, inspection reports, and PIDS (Process and Instrumentation Drawings)

## STREAMLINE MAINTENANCE FOR BETTER IN-STORE EXPERIENCE

- Make changes to any key documents and see automatic updates across the system
- Keep communication open between engineering and field technicians
- Avoid slowdowns on major projects that can cause issues at stores

***“With the help of Meridian, we have made 50,000 documents easily accessible to designers, project teams, and others who need to have access to these documents.”***

*– Wim Van Grinsven, Operations Manager, Dunea*



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