

Successful Deployments

# Corporate Solutions



# Customer Locker

## The Challenge

The construction industry runs on one simple rule, to reduce down time as much as possible. When every second counts no one has time to wait around trying to get parts for machines. That is why CAT wanted to create a system to allow their customers to pick up the parts they need on their time rather than having to stick to the traditional 9-5 of most businesses. Tired of being at the mercy of shipping times and scheduling conflicts CAT

## The Solution

Tired of being at the mercy of shipping times and scheduling conflicts, CAT came to Meridian for a solution that would give control back to their customers. Something that could effectively store expensive equipment and notify customers when their orders are ready. That is why Meridian created the 24-Hour Parts Pick-Up Lockers for CAT.



express card or some other form of ID into the system and the corresponding door in the Parts Locker opens easily allowing them to decrease down time waiting around for necessary parts to be delivered or for someone to let them into the building.

## Carter CAT

A Caterpillar equipment dealership wanted to improve their customer service, specifically those customers who would not be able to pick up parts during normal business hours.

“The locker automatically sends a notification letting the customer know that their part is ready for pick-up, even if it is after hours.

## The Results

Now when a customer's part is ready it is simply scanned into the locker which automatically sends them an email confirmation letting them know their part is ready for pick up. Then the customer picks up the part on their time, even if it is after hours or before dawn, the automated process means no more waiting for normal business hours. The customer simply scans their

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## Porter Pipe

# Asset Management Locker

## The Challenge

When faced with the challenge of increasing capacity Porter Pipe had two options, either continuing to replace expensive RF scanners or to invest in a better way of utilizing the existing equipment. Porter Pipe wanted a Smart Locker that could store the expensive RF scanners so that they could easily be accessible to employees even across multiple shifts. With over 100 warehouse employees using 70-75 RF scanners a day Porter Pipe was losing out on productivity due to downtime.

Porter Pipe is a large wholesale supplier of equipment with multiple locations across the country. With inventory totaling over \$250 Million Porter Pipe was awarded the 2021 Supply House of the year.



## The Solution

Meridian designed the Asset Management Locker to securely store all the RF Scanners in one convenient location that employees can access at the beginning of their shift. Efficiency and ease-of-use were top priorities for the design. Meridian's Asset Management Locker takes less than 30 seconds to check-out an item and less than 10 seconds to return it properly. The internal software of the Asset Management Locker shows a real-time log of all scanners that have been checked-out and returned. This has led to increased accountability and traceability, even across multiple shifts. When returning items there is a space to report any damaged devices that automatically notifies the IT department to ensure prompt repairs and maintenance for all equipment.

## The Result

The results have been staggering, saving Porter Pipe \$62,500 in replaced equipment costs alone. Additionally, there has been a decrease in the amount of productivity loss caused by lack of RF Scanners. Employees were wasting about 2 hours a day searching for lost scanners or waiting around for one to be available. Costing the company, a shocking estimate of 13 weeks of production a year from lost equipment alone. Now all equipment is conveniently located in a sleek and more visually appealing way compared to the cluttered open shelves previously used.

Furthermore, when implemented Porter Pipe realized that many of their RF scanners were broken and not being reported to IT for repair. Due to this lack of accountability many employees were holding on to their scanners to ensure they did not receive a broken one for their next shift. By implementing the Asset Management Locker any damaged equipment is promptly reported to IT to be fixed immediately, ensuring all equipment is performance ready across all shifts.

Learn More:

[Porter Pipe & Supply](#)



## Employee Locker

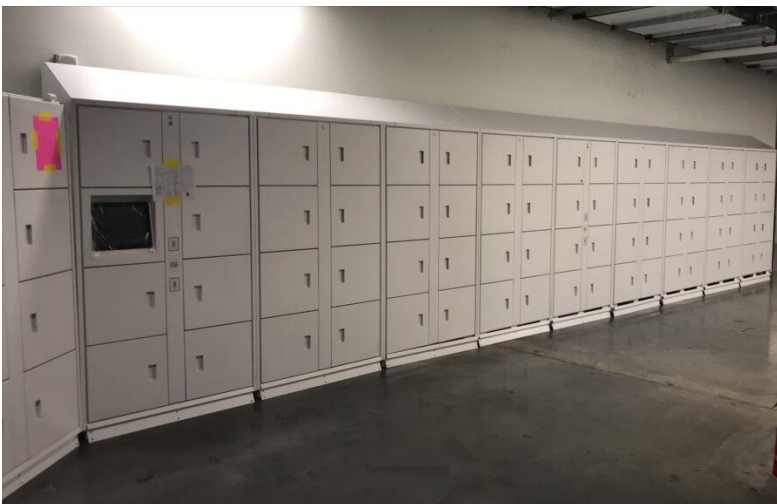
### The Challenge

A large automotive manufacturer approached Meridian about upgrading their locker system for employees. Since this company is at the forefront of technological innovation it made sense, they would want Meridian to create something so innovative for their employees working in the factory.

“ Since this company is at the forefront of technological innovation, it made sense they would want Meridian to create something so innovative for their employees

### The Solution

Meridian developed the “Employee Locker”, a smart locker that allows employees to scan an RFID or any other type of identification to allow access to the locker. At the beginning of their shift employees scan into the system and an empty locker is automatically assigned to them for the day. At the end of their shift the employee just scans again, and the system automatically opens their locker increasing security and efficiency for all employees



## Electric Vehicle Manufacturer

A large manufacturer located in Texas needed an innovative way to store employee's personal items during their shifts. Being known for being on the cutting edge of technology it was important that they found a solution provider who could meet their standards.



### The Result

This large electric vehicle manufacturer was so impressed with Meridian's employee lockers that they have extended them to all their factories across the country. They call all smart lockers “Meridian Lockers” because this company, who is at the forefront of technological innovation, sees Meridian as the only company who can rise to the challenge and deliver such quality products.

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# Baltimore Police Department

Established in 1784, the Baltimore Police Department is divided into 9 districts covering over 80 miles of land and over 11 square miles of water ways in the largest city in Maryland. Over 3,100 employees serve the city of 614,000

## Visibility Tracking Locker

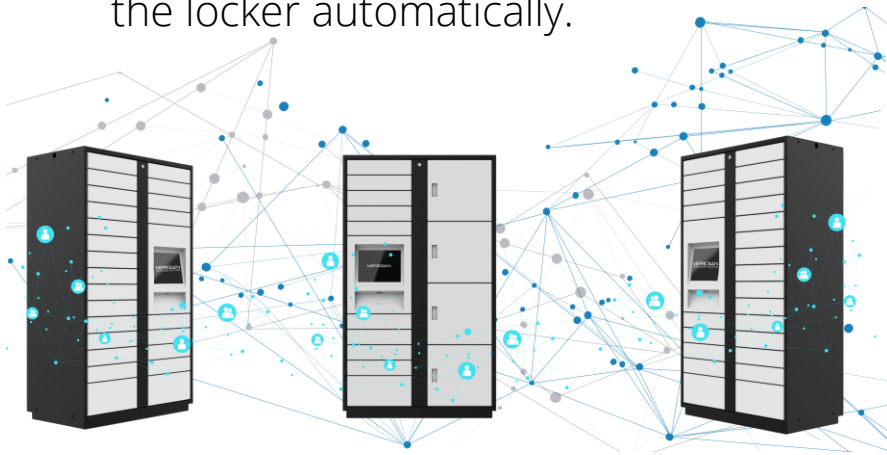
### The Challenge

The Baltimore Police Department was in a unique situation, they already had smart lockers in place, but their lockers were not capable of what Meridian could offer. The police department wanted a solution that could be retrofitted into existing lockers for safe and secure transfers of evidence and important documents throughout the day and between departments with the ability to keep electronic records of all usage reports.

“This software allows all items to be tied to a 4-digit code and keeps an internal record of all transactions made at the locker automatically.

### The Solution

Meridian's software could be retrofitted to their existing lockers and allow all items stored to be tied to a 4-digit alphanumeric sequence ID or by the name associated with the item to keep an internal record of all transactions made at the locker automatically



Increasing efficiency and transparency across the entire police department. The software allows an admin to enter their password at the locker and select a specific door size depending on the size or quantity of the items they are transferring. Upon closing

the door an automatic notification is sent to the recipient with either a QR code or a numerical code for pick up. The recipient uses their code at the locker and the corresponding door opens, as the system keeps an internal record of when the items were accessed. Once the recipient retrieves their items and closes the door the system automatically sends a successful pick-up message to the admin and resets the door to the "Ready State" making it available for another use.



## Parcel Locker

### The Challenge

The popular apartment complex was having an issue with so many packages being delivered for residents that the normal offices were being over run and causing an unsightly cluster of boxes creating an eye sore in the front offices. Additionally, some residents even had to pick up their packages directly at the post office due to lack of space. Causing increased frustration and headaches for the community and residents.



The solution not only organized their often-cluttered mailroom but also provided increased security for their deliveries.

### The Result

The complex was overjoyed to have a comprehensive and modern solution that not only organized the often-cluttered mail room, but also provided increase security for their deliveries and allowed them to pick up their packages in one location rather than having to go all the way to the post office for deliveries. Delivery drivers also enjoyed the convenience of having everything in one location rather than having to hunt down individual units or addresses.

## Tyler's Ridge

A multiple family home complex consisting of apartments and condos in the state of North Carolina. Tyler's Ridge would often deal with cluttered and overflowing offices when the packages ordered by residents were delivered.

### The Solution

Meridian developed the Smart Parcel Locker that allowed packages to be dropped off at the office but kept in a sleek and organized way. When a package is placed in the locker the resident is sent an automatic text notification with a personalized code increasing safety and security of their packages. Additionally, Meridian's Parcel Lockers come with automatic reminders for packages not picked up with in a specific time frame as well as remote management that allows the office staff to see which packages may have been forgotten and when residents picked up their packages.



Learn More:

[Watch Video](#)



## Check-in Kiosks

### The Challenge

Founded in 1968, the Hospital Corporation of America (HCA) is one of the nation's leading providers of healthcare services, comprising 171 locally managed hospitals and 118 freestanding surgery centers in 20 states and the United Kingdom. In 2012, HCA wanted to better its patient service by implementing a more efficient check-in solution.

## Hospital Corporation Of America

Hospitals across the nation are constantly trying to find ways to enable staff to focus on improving patient care.

### The Solution

HCA worked with Meridian and HP to provide its hospital waiting rooms with self-service kiosks to expedite the check-in process.

The fully interactive, ADA solution allows HCA patients to check-in via three simple steps. First, patients select their language, either English or Spanish. Next, patients check-in by swiping either a credit card or driver's license.



Patients can also opt to enter their personal information manually. Finally, patients enter their reason for visiting the healthcare facility. Check-ins are kept in sequential order on an electronic log, ensuring that the arrival date and time are accurately reflected in the patient's records. Patients are taken in order of their arrival unless their reason for visiting warrants accelerated processing.

### The Results

With over 400 check-in kiosks installed throughout their hospital waiting rooms, HCA continues to improve their patient care and expand their self-service check-in solution.



### The Partnership

Meridian and HP have partnered to create solutions for well-known brands across the logistics, healthcare, retail, and entertainment industries. Some notable partnerships include hospital check-in kiosks for the Hospital Corporation of America, self-service shipping solutions for FedEx, job application, site-to-store, and endless aisle kiosks for the world's largest retailer, and food ordering kiosks for a large amusement park corporation.



# Bill Payment Kiosk

## The Challenge

Florida International University is committed to high-quality teaching, state-of-the-art research and creative activity, and collaborative engagement with local and global communities. With a student population of 54,000, FIU is the 10th largest public university in the United States. In order to serve its students better, FIU needed a way to make tuition, housing and bill payment more convenient for its diverse student population.

## The Solution

FIU teamed with Meridian to develop a self-service solution to expedite the payment process for students. Meridian leveraged its proprietary transactional software and G6 Plus kiosk unit to create a self-pay service for FIU students. The G6 Plus is a secure, versatile kiosk designed for robust 24-7 unattended operation. Meridian's transactional software is integrated with university accounting and allows students to look up account balances and make cash and check payments on their tuition, meal plans and housing accounts.



# Florida International University

In order to better serve its students, FIU needed a way to make tuition, housing and bill payment more convenient for its diverse student population. FIU teamed with Meridian to develop a self-service solution to expedite the payment process.



The ADA compliant solution includes a check scanning and escrow device, bill acceptor with bunch note feeder, touchscreen navigation, thermal receipt printer and a camera for added security and analytics.

## The Result

The first self-pay kiosk was installed at FIU in March 2016, with additional kiosks installed in October 2016. During the first year, over 3,000 transactions have been completed resulting in over \$4 million in total transaction value. Of these transactions, 55% were cash and 45% were check, money order or cashier's checks.





## Hiring Kiosk

### The Challenge

With more than 1,200 stores across the United States, what started as a single grocery store has transformed into the fastest-growing employee-owned supermarket chain. However, with rapid store growth, comes the need for rapid staff growth as well. When looking for a way to make their application and hiring process more efficient, the supermarket chain approached Meridian to develop a self-service solution..

## Fastest-Growing Employee-Owned Supermarket

The fastest-growing employee-owned supermarket chain partnered with Meridian to create an employment application kiosk solution.



“ Conveniently positioned at the front of the store, applicants can complete the entire job application and provide answers to additional questions, all directly from the kiosk.

### The Solution

Together, Meridian and the supermarket chain created a hiring application kiosk. Conveniently positioned at the front of the store, applicants can complete the entire job application and provide answers to additional questions, all directly from the kiosk.

### The Result

Since implementation, nearly 100 kiosks have been deployed in various store locations—simplifying the job application process for both candidates and those in charge of hiring.



# MetLife Insurance Kiosks

## The Challenge

With more than 90 million customers in over 60 countries, MetLife is an innovator and leader in protection planning and retirement and saving solutions around the world. In 2014, MetLife furthered its cause for innovation by launching a self-service initiative. In doing so, MetLife partnered with Meridian to develop a custom kiosk solution to expand its brand reach and provide valuable information to customers.

## The Solution

Together, MetLife and Meridian created an easy-to-use solution that allows users to receive an insurance quote in three simple steps. To begin, users simply touch “click here to start” on the screen. Users then scan their driver’s license, which auto-populates the required information fields. As a final step, users are prompted to enter their preferred email address. Once the three steps are complete, an insurance quote is automatically emailed to the provided address.

“Users scan their driver’s license, which auto-populates the required information fields.”

## The Result

Designed for a high degree of flexibility, MetLife’s custom software is compatible with an easy-to-carry, lightweight countertop solution for use at tradeshow and events, as well as a stand-alone unit for unattended service in corporate lobbies.

## MetLife Insurance Kiosks

MetLife partnered with Meridian to create an easy-to-use insurance kiosk solution. The self-service solution allows users to receive an insurance quote in three easy steps





# Digital Wayfinding

## The Challenge

There is nothing more frustrating than trekking through an airport to find something after a long, stuffy flight. Hoping to address these concerns, Port Columbus International Airport (CMH) needed a solution to help it's visitors navigate the airport and city with ease. With Meridian's interactive [digital wayfinding kiosks](#) they accomplished that and so much more.

“ It was of utmost importance to be able to have robust administrative and management tools in order to effectively manage multiple kiosks.



## Columbus Airport

Port Columbus International Airport needed a wayfinding solution to help travelers navigate both the airport and the city of Columbus, OH.

## The Solution

Meridian provided CMH with a unique wayfinding kiosk solution. Utilizing the wayfinding kiosks, CMH travelers can easily arrange transportation, find local restaurants, and make hotel accommodations. CMH's solution was completely custom using the world's leading remote access technology, based upon their goals and expectations.



## The Result

At Meridian we're not interested in the boilerplate approach when it comes to technology. With CMH it was of utmost importance to be able to have robust administrative and management tools in order to effectively manage multiple kiosks. The solution included:

- Third Party Web APIs
- CRM Integration
- Payment Portal
- Social Media Integration



# Digital Signage

## The Challenge

Legends, known for its industry-leading hospitality, catering and merchandising operations, was awarded stadium merchandising rights for Super Bowl 50 at Levi's Stadium. Legends teamed with Facility Management Inc. to win the bid for its first Super Bowl as stadium merchandise concessionaire. Given the significance of the iconic sporting event and with over 70,000 in attendance, Legends needed

a way to engage with fans, shorten wait times and keep stadium merchandise stores under capacity.

“ Meridian’s highly configurable interactive digital signage allowed fans to browse exclusive merchandise for purchase at the NFL Shop throughout the stadium.

## The Solution

In January 2015 Legends enlisted the help of Meridian to create a robust retail solution. Meridian and Legends partnered to deploy interactive digital signage at Levi's Stadium. InterAct, Meridian's highly configurable, easy-to-use, interactive digital signage software application, allowed fans to browse exclusive merchandise that could be purchased at the NFL Shop presented by Visa retail stores located throughout the stadium. The interactive software solution was installed on six Presenza kiosks, Meridian's flagship interactive digital signage kiosk.



## The Result

Super Bowl 50, held on February 7, 2016, produced a record \$4.6M in merchandise sales at Levi's Stadium. Following the success of the Super Bowl, Legends reassigned the six Meridian kiosks to venues at Indianapolis Motor Speedway, AT&T Stadium, Raymond James Stadium, Freedom Tower and Yankees Stadium. Meridian and Legends are continuing to collaborate on enhancements to the InterAct digital signage software application that will provide an even greater user experience at these venues.

## Super Bowl Kiosk

Super Bowl 50 attendees needed a way to be able to browse exclusive merchandise that could be purchased at the NFL Shop throughout the stadium.





# Digital Signage

## The Challenge

Samsung SDS America (SDSA) is the U.S. subsidiary of Samsung SDS, a global software solutions and IT services company. SDSA provides purpose-built digital technology solutions in the areas of secure mobility and advanced analytics. When looking for a unique way to transform

the ways in which retailers and advertisers engage their ‘on the go’ audiences, Samsung turned to Meridian to help create a digital out-of-home signage solution.



\*Actual customer design confidential

## The Solution

Designed to display targeted advertisements, the digital signage solutions have been installed in locations with a high volume of customer traffic, such as shopping centers and retail outlets. In addition to displaying targeted advertisements, the solutions also track consumer behaviors—providing advertisers with media metrics and a comprehensive understanding of audience segments and their movement patterns throughout the sales cycle, based on advertisement exposure.

## The Result

As an initial rollout, the first 50 digital signage units were deployed at a variety of locations across the country in 2018 and early 2019.

## Samsung

Providing global software and IT services Samsung provides multi purpose technology for both secure mobility and advanced analytics.

## The Partnership



With a combined 50 years of experience providing digital hardware and software solutions across a variety of industries, Meridian and Samsung are combining their areas of expertise to transform the large-format digital signage space.



# Wayfinding Kiosks

## The Challenge

Richmond County Tourism Development Authority needed a way to promote tourism and local interaction in a more user friendly format. “We had an initial marketing and branding study done, and part of that outcome was a need for a county brochure and tourism office that provided information about Richmond County,” said Richmond County Tourism Development Authority Executive Director, Kelly Chance. “I did some research and wanted to take it a step further and see what we could do with technology.”

## The Solution

Richmond County Tourism Development Authority worked with Meridian to create a wayfinding solution for visitors and locals. [Meridian](#) deployed Mzero [InterAct](#) on [indoor](#) and [outdoor kiosks](#) throughout Richmond County, NC. [InterAct](#) is Meridian’s highly configurable, easy-to-use, interactive digital signage software application. The InterAct software allows Richmond County to feature local dining spots, hotels, attractions and entertainment. Each listing can display photos, videos, an interactive map and written content. The software solution is installed on Meridian’s [Presenza](#) kiosks, which offer interactive touch screens for easy interaction with digital information. The installment includes three outdoor models located at the Richmond Plaza Shopping Center, the Rockingham Dragway and the Hamlet Depot, as well as twelve indoor models placed throughout Rockingham, Hamlet, Ellerbe and Hoffman, NC. The Richmond County Tourism Development Authority also has a mobile unit for promoting local attractions at events outside of the county.

## The Result

The interactive kiosks provide Richmond County with a new way to [engage tourists and connect locals](#) by promoting events, shops, restaurants and attractions. “We’ve already had great success,” said Chance. The solution was unveiled in October when city and county officials, members of the Chamber of Commerce and the Tourism Authority cut a ceremonial ribbon on Richmond County’s new interactive kiosk system at Richmond Plaza Shopping Center. “We’ve just finished the process of getting the community conscious of the kiosks,” said Chance. “We’re now in the process of moving to the next step and offering more opportunities for advertisement.” Richmond County plans to add interactive kiosks to more locations later this year with hopes to further expand the initiative.



## Richmond County Tourism

Richmond County  
Tourism Development  
Authority worked with  
Meridian to create a  
wayfinding solution for  
visitors and locals.



# Outdoor Wayfinding

## The Challenge

The Atlanta Colony Square Development project in 2021 was a massive undertaking of the city of Atlanta, Georgia to create an innovative experience while increasing community engagement and tourism in the city. The desire was to create a way to showcase the area's local shops and restaurants through interactive digital signage and wayfinding in a fun and engaging way that could also withstand the harsh outdoor elements.



## The Result

Meridian's involvement with the 22mile and Visual Image for the Colony Square project in Downtown Atlanta, Georgia proved to be a massive success as the interactive wayfinding and digital advertising kiosks assist hundreds of visitors and bring a modern edge to navigating the friendly community space.

## Colony Square

A community center of the future, that is the feeling that Colony Square wanted to promote when designing the modern community space in downtown Atlanta, Georgia.

## The Solution

Meridian partnered with 22miles and Visual Image to provide fully interactive digital signage displays that were included in the Atlanta Colony Square area. Being outdoors the solutions provided were able to withstand the rain and direct Atlanta sun without losing their usability, function, or sleek design.



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