

OEM Solutions

Successful Custom Solutions Deployments



Retail Kiosks

The Challenge

With more than 2.3 million associates, the largest retailer in the world serves more than 260 million customers every week, both in-store and online. The retailer approached Meridian in 2007 when beginning to expand their mission toward innovation and service, with the idea to implement employee and customer-facing self-service kiosks

“Meridian also provided kiosk solutions for the automotive service department, self-checkout, endless aisle end-caps, and membership program registration.



The Solution

To meet their goal, the retailer needed a partner who could provide a cost effective solution and rapid prototyping with the ability to scale quickly. While the retailer was initially looking for solutions for hiring, site-to-store service, and gift registries, Meridian also provided kiosk solutions for the automotive service department, self-checkout, endless aisle end-caps, and membership program registration.

The Result

Meridian has engineered 12 kiosk designs for the retailer and installed more than 20,000 units to date. As an end-to-end provider with all manufacturing under one roof, Meridian has been able to meet all orders, including an order for 3,600 units in six weeks with zero out-of-box failures.

World's Largest Retailer

The world's largest retailer partnered with Meridian to engineer 12 different kiosk designs for a variety of use cases across their stores.



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.



Omaha's Henry Doorly Zoo & Aquarium

The world's largest retailer partnered with Meridian to engineer 12 different kiosk designs for a variety of use cases across their stores.

Ticketing Kiosk

The Challenge

The Omaha Zoo wanted to develop a solution for their parks that would expedite the payment process and allow guests to get into the parks sooner with less hassle. Visitors to the zoo were spending too much time waiting in line to make payments and get tickets and they wanted a way to increase efficiency so visitors could have more time to enjoy the parks.



“ ...Allowing staff to focus on providing the human element of customer service...”

The Solution

Meridian developed fully outdoor solutions designed for both ticketing and food ordering to increase efficiency while still being user-friendly and engaging. A total of 47 units were deployed throughout the zoo that handled payments, ticketing, and even wrist band printing. All the units were built with bright colors and designed to fit into the fun and inviting aesthetic of the Omaha Zoo.

The Result

The Omaha Zoo, and their patrons, loved the solution. Helping to deal with the ever present labor shortage, Meridian's solution helped to alleviate the burden placed on staff by automating a lot of the repetitive processes and allowing staff to focus on providing the human element of customer service rather than being stuck with only the mind numbing and often unfulfilling tasks.





Automotive Kiosk

The Challenge

An easily recognizable household name, Enterprise Holdings is the parent company of Alamo Rent-A-Car, Enterprise Rent-A-Car and National Car Rental. With a global network spanning more than 90 countries and 1.9 million vehicles, they are committed to exceeding their customers' expectations for service, quality, and value. With such a large network of locations, Enterprise Holdings saw a need to simplify the car rental process.

“ A completely custom self-service kiosk for drivers to use when checking in to pay for and retrieve their rental car.

The Solution

Enterprise Holdings partnered with Meridian and Embross (formerly IBM) to create a completely custom self-service kiosk for drivers to use when checking in to pay for and retrieve their rental car. To use the kiosk, drivers simply check-in with their driver's license. After checking in, drivers can upgrade vehicles and add different drivers, all from the kiosk. Drivers can then pay for their rental vehicle with either a credit or debit card.

The Result

Since implementation in 2011, the completely custom self-service kiosk solution has been implemented by Enterprise, Alamo, and National in over 300 airports nationwide.

Enterprise Holdings

Enterprise Holdings partnered with Meridian to create interactive car rental kiosks for each of their unique brands—Enterprise, Alamo, and National. Travelers are able to use the interactive kiosks to check-in, enter their information, and pay for their rental cars.





Outdoor Kiosk

The Challenge

Founded in 1918, Panasonic offers electronic solutions across four different core business areas: consumer electronics, housing, automotive, and B2B. When looking for a way to simplify and streamline the vehicle servicing drop-off and pick-up process, Ford partnered with Meridian and Panasonic to create a convenient self-service solution.

Panasonic

Since 1918 Panasonic has provided electronic solutions for multiple industries and partnered with Meridian and Ford Motor Company to develop and automotive solution.



The Solution

Meridian collaborated with Panasonic and automotive industry expert, GoMoto, to develop a unique automotive Smart Service Kiosk solution. The solution allows drivers to securely drop-off and pick-up keys from their automobile dealership at a time that is most convenient for them. When dropping off their keys, drivers have the option to either scan their driver's license or manually enter their information before selecting the services they wish to receive and depositing their key. Upon completion of their services, drivers pay and retrieve their key, all from the kiosk.

The Result

With the self-service key-drop and pickup solution in place, the entire vehicle drop-off, pick-up, and payment process is automated, making the kiosks available 24 hours a day, 7 days a week.

The Partnership



Meridian and Panasonic first began working alongside each other in 2015. From there the relationship has grown tremendously, leading to a mutually-beneficial partnership creating self-service solutions for end users across multiple industries, some of which include automotive, quick-serve restaurants (QSR), and retail. Within those industries, the two have collaborated to execute numerous notable projects, many of which were crafted for easily-recognizable household brands. Some projects include automotive dealership kiosks and digital signage for Ford and Kia, self-service food ordering kiosks for Dairy Queen, and in-store inventory and information kiosks for Ulta.

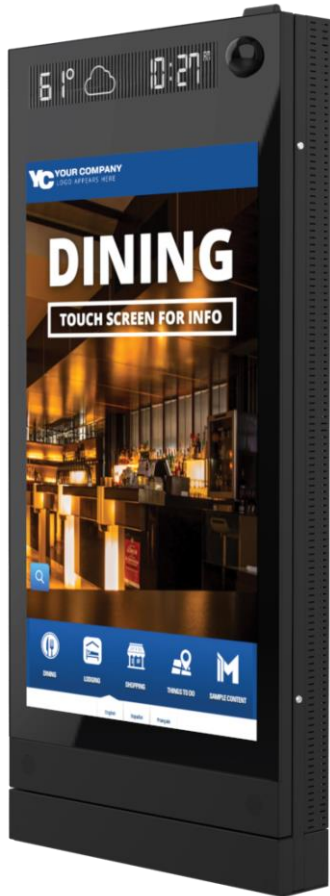


Outdoor Kiosk

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.



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





Governmental Kiosks

The Challenge

[MorphoTrust](#) aims to simplify, protect and secure the lives of American people by providing high-quality solutions as a trusted partner. MorphoTrust identified that the common task of renewing and replacing driver licenses, which usually requires a lengthy visit to the local motor vehicle agency (MVA), could be simplified. This process often leaves customers waiting in line and expends valuable staff time to complete simple transactions.

“ The self-service [kiosks](#) allow customers to renew or replace their driver’s license, update their photo and renew vehicle registration.

The Solution

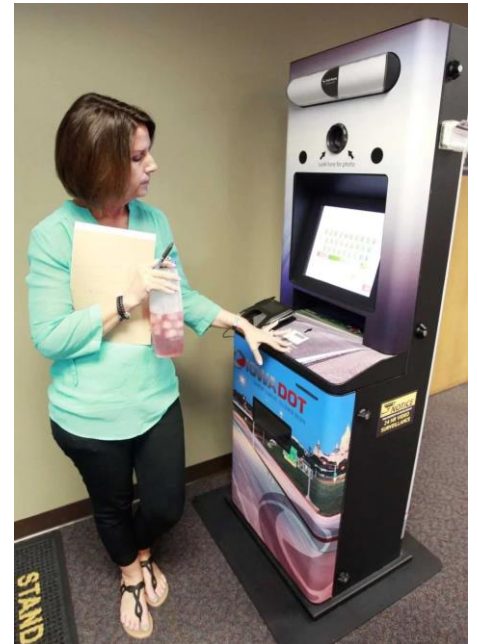
MorphoTrust enlisted the help of Meridian to create a self-service solution for MVAs across the country. The self-service [kiosks](#) allow customers to renew or replace their driver’s license, update their photo and renew vehicle registration. Customers simply use the touch screen to select the desired transaction and scan their driver’s license or ID card to retrieve their name, date of birth and social security number. Users also have the option to manually enter their information and to take their photo using the camera included in the kiosk. Advanced software compares the existing and new photos to verify customer identity before prompting credit/debit card, cash or check payment. Once the payment is processed, customers receive a receipt with a temporary license or the new ID is printed, depending on the state.

The Result

Iowa became the first state to deploy the self-service kiosks in 2015 when Iowa DOT installed 25 units throughout the state. The kiosks were placed at libraries and Hy-Vee grocery stores for customer convenience. Within the same year, North Carolina joined Iowa and deployed 37 kiosks throughout the state. Residents of Iowa and North Carolina are now able to manage their driver license renewals, replacements and registrations conveniently and efficiently.

MorphoTrust

MorphoTrust enlisted the help of Meridian to create a self-service solution for MVAs across the country. The self-service kiosks allow customers to renew or replace their driver’s license, update photo and renew vehicle registration.





Automated Currency Manager

The Challenge

In 2012, Complete Cash was employing numerous associates to handle cash throughout a day. Cash was constantly changing hands from the service desk to the office to the bank. This costly management of cash led Complete Cash to search for a better way to manage cash flow and improve profitability.



Complete Cash

Complete Cash was searching for a comprehensive cash management solution to cut costs and improve profitability. Meridian's ACM offered Complete Cash an automated cash recycling system to meet their needs.

“ This automated cash recycling system combines the functions of an accept/dispense unit into a single closed-loop device that manages cash in one centralized location.

The Solution

The search for a comprehensive cash management solution led Complete Cash to Meridian's ACM (Automated Currency Manager). This automated cash recycling system combines the functions of an accept/dispense unit into a single closed-loop device that manages cash in one centralized location. The ACM relies on Meridian's proprietary MzeroManage software and the MEI Bank Note Recycler (BNR) to streamline the cash management process by lowering cash handling costs, reducing cash float, optimizing cash-in-transit costs, increasing security and providing the industry best valid street-grade note acceptance.

The Result

Since September 2012 Complete Cash has deployed over 100 ACM units. The ACM has maximized employee efficiency and decreased security risk. "The ACM offered exactly the accountability we desired," said Jason Walters, Complete Cash Director of Information Technology. "The unit manages the cash we deposit and dispense, while cutting down on cash exposure and eliminating theft – it's like having an extremely productive employee." Complete Cash stores can now focus on spending more time with the customer and less time on cash handling. Improving customer satisfaction leads to repeat business and, ultimately, increased profitability.



Automotive Kiosk

The Challenge

More than half of the U.S. states require drivers to complete annual auto-emissions tests. A number of states, including Maryland, perform roughly two million auto emissions tests each year. Opus Inspection, the leader of vehicle emissions testing equipment and service, saw a need to simplify the process and sought to create a solution for drivers who were unable to visit stations during business hours

Opus Inspection Self-Service

Opus Inspection saw a need to simplify the vehicle emissions testing process. Together, Meridian and Opus Inspection created new emissions-testing kiosks. Now drivers can perform their own vehicle emissions tests at self-service kiosks.



The Solution

Opus Inspection partnered with Meridian to create a robust outdoor solution. The new emissions-testing kiosks perform the same test technicians perform at full-service stations but do it at an unattended, [self-service kiosks](#), providing a new convenience for drivers. Similar to self-checkout at a grocery store, users scan their emissions notice at the kiosk and pay with a credit card. Users then use a test device, located in a small compartment underneath the screen; they are able to then plug the testing device into the vehicle's computer diagnostic system. The device tests whether the engine is working properly and if the vehicle's emissions are meeting the state's environmental standards. The kiosk screen shows when the test is completed, users remove the device, and return it to the kiosk where they retrieve the printed receipt. The entire process takes five to 10 minutes.

The Result

In August 2015, Maryland's Motor Vehicle Administration initiated a program to deploy two self-service kiosks available 24 hours a day, seven days a week, at the Glen Burnie VEIP station and the Gaithersburg MVA branch office. According to the MVA, the two original kiosks have performed more than 2,300 tests, with a customer satisfaction rating of 85 to 90 percent. Nine months after the initial deployment, Maryland's MVA expanded the program to seven new stations. Drivers will now be able to perform their own vehicle emissions tests at Meridian self-service kiosks located at the Bel Air, Beltsville, Frederick, and Waldorf MVA branch offices, and at the Annapolis, Edgewood, and Owings Mills VEIP stations.

Ohio's Choice Plus program has also found success with the addition of new emissions-testing kiosks. 16 E-check stations were deployed throughout Ohio as a crucial step in Ohio's comprehensive air quality plan to reduce motor vehicle pollutants.

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.





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

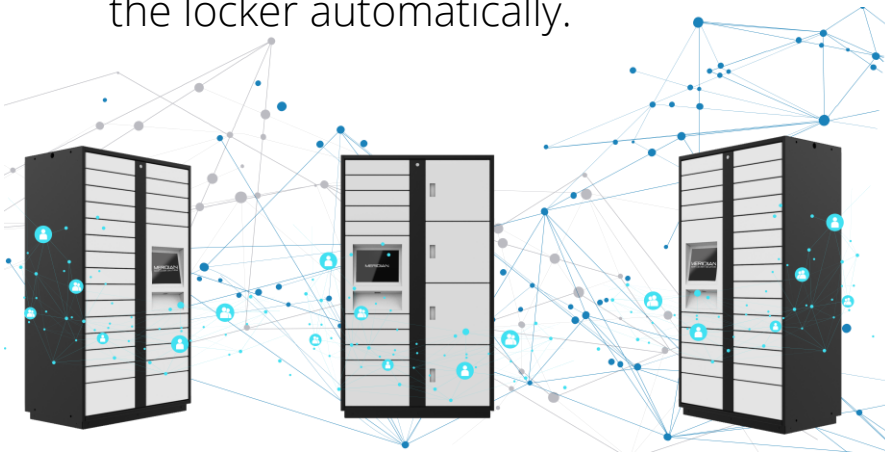
The Challenge

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.





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.

Learn More:

[Watch Video](#)



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

Learn More:

[Watch Video](#)



Library Locker

The Challenge

The Public Library in Frisco, Texas wanted to offer patrons a convenient way to pick up and return borrowed items from the library. Looking for a modern and innovative solution that could fit into the schedules of their busy patrons while they were out running errands to help increase convenience and library use. The Frisco Library reached out to Meridian to develop a solution for contactless pick-up and drop-off even if the physical library was not open.



The Result

The Library Lockers that Meridian created were a convenient solution during the Frisco Public Library's big move. In order to move all 250,000 items such as books, movies, and furniture the physical library building had to close and would not reopen until February 4, 2023. However, during the almost two-month time period, the Library Locker offered a way to extend services to patrons who would have been left wanting during the move. Even after other locations such as City Hall were no longer accepting library returns the Library Locker was an effective solution. The library extended all rentals until the physical reopening, however, the locker allowed early returns, saving the library money from unreturned and forgotten items which would have been a significant loss had it not been for Meridian's Library Locker.

Frisco Public Library

A public library in Frisco, Texas was looking to offer their patrons in a user-friendly and modern way to match the innovative nature of the library.

The Solution

Meridian developed a Library Locker the Frisco's CONNECTION space, at their Stonebriar Centre. Connecting to the existing library system, patrons were given the option of locker pick up during online checkout.

The library support staff member places the item into the locker and an automatic notification is sent letting the patron know that their item is ready for pick up. And when it is time to return the item, the patron simply follows the on-screen instructions that walk them through the return process.

The Locker automatically updates and indicates the return. Then the library support staff are then able to collect the items and return them back into circulation for the next patron to check-out from the library.

Learn More:

[Library Connection](#)

[Moving Library](#)

Corporate Headquarters

312 S Pine Street
Aberdeen, NC 28315
+1 866 454 6757
sales@mzero.com

meridiankiosks.com

