

Meridea

Meridea Financial Software Ltd. values partnership with L10N Technology for quality documentation and flexible service

The Business Challenge

Meridea enables retail financial institutions to offer streamlined and uniquely accessible banking services to customers. Its Meridea Product Suite (MPS) is a complete software package for customer interaction management. The solution enables quick and cost-effective improvement of customer interaction by managing multiple channels in a way that provides a single view to customers, as well as maximized revenues and unrivalled business flexibility to financial institutions.

The first true mobile banking solution, Meridea Smart Client Edition (part of MPS) gives banks the freedom to accommodate their customers at any time or place, even when they are not connected to a wireless network. Founded in 2001 by industry leaders Accenture and Nokia, joined by the financial group Sampo and the venture capital company 3i, Meridea employs 100 people and is headquartered in Helsinki, Finland.

As with any technology solution, thorough but straightforward product documentation is the key to the comfort level of both the software purchaser and the end-using customers. To ensure the best quality documentation,

Meridea knew it was vital to find a top-notch, reliable partner in technical writing. Meridea chose L10N Technology (LT).

The LT Solution

LT has extensive experience in producing comprehensive product documentation for the global market. Meridea, headquartered in Finland and with a sales force in Frankfurt, London, Copenhagen and Singapore, needed that global perspective and expertise.

Meridea asked LT to produce all of the product documentation for its Meridea Product Suite software. Based on discussions with Meridea, LT:

- **Designed** and tailored a documentation process that could be incorporated into Meridea's product development process.
- **Implemented** the specific documentation projects that Meridea needed to support its marketing strategy.
- **Planned** and produced the customer documentation.

Meridea placed particular emphasis on the process. "With a well-designed customer documentation process, we can analyze various stages of the project and the resources that need to be allocated to each stage," says Topi Mattila, Meridea's Methodology Manager.

Because LT's solution met Meridea's requirements, Mattila is confident that Meridea will continue to cooperate with LT on future product releases.

The Customer Benefits

Pekka Rehn, Senior Vice President of Meridea's Platform Business Unit, says LT exceeded all expectations: "LT listened to what we wanted and designed a solution based on our requirements."

Meridea especially values the flexibility offered by LT, an essential requirement in the fast-moving financial service market:

"The solution worked well, and LT was able to adjust to changes in the configuration and size of the team at very short notice," Rehn says.

In the end, perhaps the strongest benefit has been the quality of the documentation. "The quality of the end result is excellent," Rehn says.

"LT has proven to be a strong and highly effective partner, and we look forward to continuing the partnership."

To learn more, contact us at mcgcompany@naver.com or find us on the Web at www.liontech.co.kr.