



# Professional Services

A catalog of engagements offered by Meridian Outdoor Co.



## **Overview**

This catalog describes the six professional services that Meridian offers to partners, wholesalers, and enterprise retail clients. Each service is scoped, priced, and delivered through the same team that runs our internal product and operations work, so the guidance you receive reflects the practices we use ourselves.

Each service entry includes the engagement setup, the deliverables you should expect, and the outcomes that past clients have reported. For a quote or a scoping conversation, contact our partnerships team at [hello@meridian.example](mailto:hello@meridian.example).

## ***Consulting***

### **Engagement setup**

Consulting engagements begin with a two-day discovery workshop at the client's facility. We review existing product plans, interview five to eight stakeholders across product, operations, and retail, and benchmark the catalog against three close competitors. The workshop output is a one-page problem statement that both parties sign before any deeper work begins. From there we move into a four-week diagnostic phase during which we ship a written findings report roughly every ten days so the client is never waiting for status updates.

### **Deliverables**

The consulting engagement delivers four artefacts: a written strategic report of roughly thirty pages, a prioritized roadmap covering the next four quarters, a briefing deck suitable for an executive audience, and a follow-up review ninety days after delivery to confirm that recommendations landed as intended. We also include one round of asynchronous revisions on each written artefact.

### **Outcomes**

Clients consistently report faster decision-making and clearer investment theses after a consulting engagement. On average, the executives we work with cite three to five specific decisions that moved from stalled to shipped within the first quarter after the engagement closed. Where measurable, clients have reported sixteen to twenty-eight percent improvements in gross margin on newly launched product lines.

## ***Support***

### **Engagement setup**

The Support service is structured as a monthly retainer that gives the client direct access to our technical team during business hours. Setup takes two weeks and includes onboarding of the client's primary contacts, integration with the client's ticketing system, and an initial audit of the client's existing product documentation. Each account is assigned a primary and secondary support lead to ensure continuity.

### **Deliverables**

Support deliverables include unlimited tickets with a four-hour initial response time, a monthly usage report summarizing trends and common issues, quarterly root-cause analysis of any

recurring problems, and one on-site visit per year at the client's facility. Escalations to engineering are handled through a dedicated channel that bypasses the standard queue.

## **Outcomes**

Clients on the Support retainer typically reduce their internal escalation backlog by forty to sixty percent within the first two months. Customer satisfaction scores on product-related incidents have increased by an average of eleven points for clients who have been on the retainer for at least six months.

## ***Training***

### **Engagement setup**

Training engagements are scoped to the client's team size and delivery format. We offer half-day workshops, multi-day intensives, and a twelve-week cohort program designed for larger organizations. Setup begins with a curriculum review call during which we confirm prerequisites, delivery mode, and any customizations required for the client's specific domain. We require a minimum of four participants per cohort to ensure useful discussion dynamics.

### **Deliverables**

Each training engagement includes a participant workbook, recorded sessions made available for ninety days after delivery, a certification assessment for each attendee, and a one-hour follow-up office-hour session scheduled six weeks after the program ends. For cohort programs, we also provide a shared discussion channel moderated by the instructor.

### **Outcomes**

Training outcomes are measured by the certification pass rate and by the number of workplace improvements that participants report in the six-week follow-up. Our median certification pass rate is eighty-four percent. Participants typically report two to four concrete workplace improvements within the first six weeks after the program ends.

## ***Deployment***

### **Engagement setup**

Deployment engagements are fixed-price and scoped upfront through a two-week discovery sprint. We map the client's existing infrastructure, identify the specific changes required, and write a deployment plan that is signed by both parties before implementation begins. The plan includes a rollback strategy, a communication plan, and a defined set of acceptance criteria that must be met before the engagement is closed.

### **Deliverables**

Deployment deliverables include the production rollout itself, a set of operational runbooks covering common scenarios, knowledge-transfer sessions with the client's operations team, and two weeks of hypercare support after go-live during which our team responds to issues within one business hour.

## **Outcomes**

Deployment engagements are measured against the acceptance criteria defined at the start of the project. Our on-time delivery rate is ninety-four percent, and our median hypercare incident rate is under three issues per client. Clients report a significant reduction in the operational burden of the first month after go-live compared to self-managed deployments.

## ***Audit***

### **Engagement setup**

Audit engagements are scoped in weeks and conducted on-site where possible. We begin with an opening meeting that reviews the audit scope, the evidence requirements, and the timeline for findings. Our auditors operate under strict confidentiality and work from a published methodology that clients can review in advance. Findings are discussed with the client before the final report is issued so there are no surprises.

### **Deliverables**

Audit deliverables include a written audit report, an executive summary, a prioritized list of findings with risk ratings, and a remediation plan that clients can hand directly to their operations team. For clients who request it, we will also review remediation progress ninety days after the initial audit closes.

## **Outcomes**

Audit clients use our reports to satisfy regulatory requirements, to support certification processes, and to improve their internal controls. Clients have reported audit report acceptance rates above ninety-five percent when submitted to third-party regulators and certification bodies.

## ***Integration***

### **Engagement setup**

Integration engagements connect the client's systems with our core platform or with third-party tools on the client's behalf. Setup begins with a technical design review during which we document the data flows, authentication requirements, and any edge cases that need special handling. All integration work is delivered incrementally so the client can review and test before the full rollout.

### **Deliverables**

Integration deliverables include the working integration itself, a set of automated tests that the client can run to verify the integration continues to work after changes, technical documentation describing the data contract, and a handover session with the client's engineering team. We also commit to one month of bug fixes after delivery at no additional cost.

## **Outcomes**

Integration clients report measurable reductions in manual data handling and faster cycle times on the workflows affected by the integration. The median client reports that the integration pays for itself within four to six months based on reduced manual work alone.

