



CUSTOMER SUCCESS STORIES

# Meridian Delivers the Future of Customer Service with EDB Postgres<sup>®</sup> AI



MERIDIAN.

## CUSTOMER: MERIDIAN

*EDB customer since August 2020*

### Chris Gilder

Founder and CEO, Meridian

**CHALLENGE:** Strengthening data protection and data recovery in order to fulfill SOC 2 compliance requirements, reduce risk, and meet the critical needs of clients and their customers

**EDB SOLUTIONS:** EDB Standard Plan with Basic and Production support

**RESULTS:** By partnering with EnterpriseDB (EDB) to enhance disaster recovery, add high availability, increase visibility, and protect customer data in Postgres, Meridian achieved SOC 2 certification and is exceeding client expectations for data security and risk management.



## OVERVIEW

### Transforming customer service with optimized data security

Meridian has seen firsthand how emerging technologies positively impact business growth and efficiency. The company has worked to develop state-of-the-art indoor and outdoor kiosks, smart lockers, interactive digital signage, and self-service software for hundreds of clients for more than two decades. Its integrated hardware and software solutions for digital package and product pickup, car rental, tourism, navigation, bill payment, ticket printing, and more empower businesses to deliver faster, more convenient, and more personalized interactions across multiple industries and customer touchpoints.



All of Meridian's innovations depend on data and the freedom to integrate with other open source solutions. That's why the company has always used PostgreSQL. Its open source licensing enables developers to incorporate open source components into their hardware and software solutions to reduce development time and leverage the most advanced applications.

PostgreSQL alone, however, wasn't enough when Meridian set its sights on achieving SOC 2 compliance certification for data security. In a comprehensive assessment of its technology, the organization found that its PostgreSQL database required additional capabilities to enhance disaster recovery, achieve high availability, and protect customer data from unauthorized access, security incidents, and other vulnerabilities.





## EDB crushes database downtime

In order to meet its security and disaster recovery goals, Meridian needed a high-availability database cluster that would ensure the continuous operation of critical applications by eliminating single points of failure.

The company compared several solutions for creating and managing database clusters, including AWS-hosted PostgreSQL, EnterpriseDB, and hiring a dedicated database administrator. Ultimately, the company chose EDB as its strategic database partner, recognizing EDB's experience and proficiency in helping organizations prioritize uptime, mitigate risks, and ensure seamless operations with PostgreSQL.

EDB collaborated with Meridian to streamline the setup of a high-availability cluster. Meridian knew it would be a challenge to migrate data to the cluster and automate failover aspects, but EDB's comprehensive tools and specialized expertise helped Meridian address the technical hurdles.

"The EDB software allowed us to create a cluster with hot failover redundancy and managed backup and monitoring to achieve the SOC 2 requirements," says Meridian's founder and CEO, Chris Gilder.

## Supporting ongoing innovation

By integrating EDB's management tools and alerts directly into its centralized operations platform, Meridian has gained comprehensive, real-time visibility into database performance and potential issues. With EDB's automation tools, the company can proactively monitor and swiftly resolve any technical challenges that come up across its entire database infrastructure.

Meridian's rapidly growing operations and service demands also require that its database be scalable. EDB helped Meridian consolidate its service architecture, dramatically reducing database connection complexity while optimizing overall system performance and scalability. As the needs of the kiosk system expand, Meridian's Postgres database can grow to accommodate larger data volumes and increased user traffic.

Off-loading complex database management responsibilities to EDB has enabled Meridian to redirect its technical resources toward its core mission: developing innovative client applications and transforming the self-service customer experience.



**“With EDB, we can focus on our clients’ applications and the solutions that we’re building, as opposed to managing the database structure that EDB software assists us with.”**

**Chris Gilder**  
Founder and CEO, Meridian





## SOC 2 compliant? Check.

In order to successfully serve its diverse client base, which includes some of the most well-known brands in the country, Meridian continually undergoes extensive internal and external compliance audits. By working with EDB to establish and maintain a robust security framework, Meridian can pass these audits confidently. As a result, the business is able to provide evidence of uncompromising data security to prospective and current clients, including Firestone, HP, Panasonic, and Walmart.

By completing the extensive requirements for security, availability, processing integrity, confidentiality, and privacy of client information, Meridian was awarded SOC 2 security certification, making it the only kiosk manager that is SOC 2 compliant. As data security is a critical aspect of daily life, Meridian is proud to provide this additional layer of security, not only for its own internal operations but for its clients as well.

**“As we look to launch our automotive solutions, we are beginning to talk with large automotive and service companies and go through their security checks and audits. EnterpriseDB gives us a sense of relief, knowing that we’re doing things correctly and securely.”**

**Chris Gilder**  
Founder and CEO, Meridian



EDB provides a data and AI platform that enables organizations to harness the full power of Postgres for transactional, analytical, and AI workloads across any cloud, any time. For more information, visit [www.enterprisedb.com](http://www.enterprisedb.com).