

HRSD CASE STUDY

Transforming Hampton Roads Sanitation District (HRSD) Customer Engagement Portal & Payment Processing



HRSD BY THE NUMBERS



1.9M People



500,000
Customers



20 Counties



3 Tiers of
Customer Profiles



"When you take on a huge project such as a Customer Engagement Portal, you need partners who understand your billing system as well as you do. Meridian and DivDat were great partners for a complex project that had a quick turnaround time. The employees working on our project were fully engaged, knowledgeable and technically well-skilled."

Mary Corby

Chief Information Officer, HRSD

Jill Morrison

Director of Customer Care, HRSD

HRSD OVERVIEW

As a regional wastewater service provider, HRSD shared customers with local water jurisdictions—some offering combined billing (HRUBS) while others issuing separate bills. Despite having an informational website, HRSD lacked a centralized customer engagement portal or mobile app.

Leveraging Meridian Integration's (Meridian) extensive experience as an Oracle Partner with a focus on Oracle Energy and Water, including Customer Cloud Service Implementer expertise. Meridian offers a tailored approach using our Digital Engagement Platform, IDEA. IDEA's architecture and infrastructure aligns with HRSD's objectives, providing robust functionality to modernize customer self-service operations and foster seamless integration with evolving technology.

HRSD Seeks a Seamless Customer Experience.

Implementation Kicks Off with a Seven Month Timeline.

Project Scope Expands to Enhance Payments.



2
Meridian Integration Chosen for Expertise.

4
HRSD Partners with DivDat for Payment Solutions.

6
Successful Go-Live & Hypercare Support.

