

Successful Deployments

Governmental Solutions



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

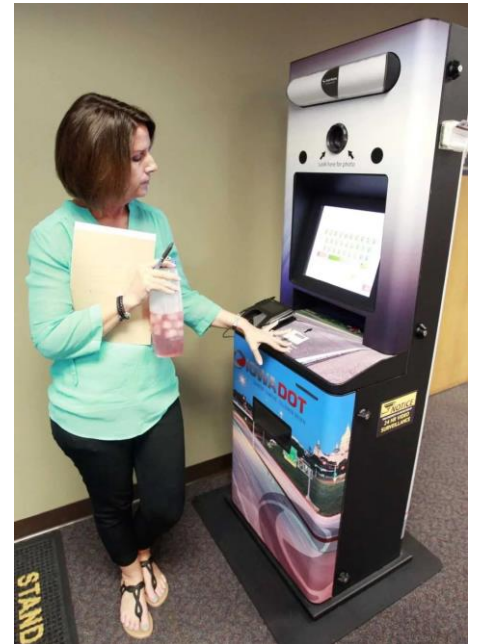
MorphoTrust enlisted the help of Meridian to create a self-service solution for MVAs across the country. The self-service [kiosks](#) allow customers to renew or replace their driver’s license, update their photo and renew vehicle registration. Customers simply use the touch screen to select the desired 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

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Frisco Public Library

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.

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.



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.

Learn More:

[Library Connection](#)

[Moving Library](#)

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