

Proposal

A clearer customer portal for Meridian

Proposal number	PROP-2026-0041
Date	September 30, 2026
Prepared for	Meridian Group
Prepared by	Northstar Studio

Meridian's customers manage policies, payments, and claims across four separate tools. We propose an eight-week engagement to bring them into one portal that is easier to use, cheaper to maintain, and accessible to every customer.

1 The opportunity

Support data shows that 38% of contacts are about finding something rather than doing something. Each tool has its own navigation, terminology, and sign-in, and changes take weeks because every team maintains its own components.

A shared design system and a single navigation model would remove most of that friction, and let your engineers ship changes once instead of four times.

2 Our approach

We work in short, reviewable increments with your product and engineering leads. Every decision is tested with customers and recorded, so your team can carry the work forward without us.

- Weeks 1–2: discovery, customer interviews, and success measures
- Weeks 3–6: navigation model, design system, and key journeys
- Weeks 7–8: accessibility review, engineering handover, and training

3 Team

Alex Rivera leads the engagement and is your single point of contact. Jordan Lee leads design and Morgan Taylor leads engineering handover. The team joins your weekly product review and shares a written summary after each session.

4 Investment

Fees by phase

Phase	Duration	Fee
Discovery and strategy	2 weeks	\$8,500.00
Design system and journeys	4 weeks	\$12,000.00
Handover and training	2 weeks	\$3,200.00
Subtotal		\$23,700.00
Tax (0%)		\$0.00
Total		\$23,700.00

Notes

This proposal is valid until October 30, 2026. Fees are fixed per phase and invoiced on completion. Travel is billed at cost with your prior approval.

For Northstar Studio

Accepted by Meridian Group

Alex Rivera
Client partner, Northstar Studio

_____ Signature	_____ Name and title	_____ Date
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