

Meridian Health & Slack Enterprise Grid



Objectives

- Validate Business Impact
- Future-Proof Infrastructure
- Agree on Partnership Structure



Where We Are Today



Togetherness

- Meridian Health has run on Slack Enterprise Grid for 4 Years, with strong adoption across IT and Operations



Core Usage Metrics

- 1,450 Active Daily Users across 6 hospitals & facilities
- 42 Custom & Out-of-the-Box Integrations
- 180k+ Monthly Workflow Interactions



Enterprise Impact

- Eliminated 3 fragmented messaging tools, reducing license overhead.
- 100% HIPAA Compliance
- 32% Faster Incident Triage

What This Partnership Has Delivered



Incident Resolution Speed

- Incident Resolution Speed: IT and Clinical Ops cut critical incident response times by 32% via automated triage channels.



Reduced System Fragmentation

- Replaced 3 disconnected internal messaging and alert tools, eliminating shadow IT and reducing multi-tool license maintenance.



Administrative Time Reclaimed

- Shift handoff automations save an estimated 3.5 hours per operational manager every week.

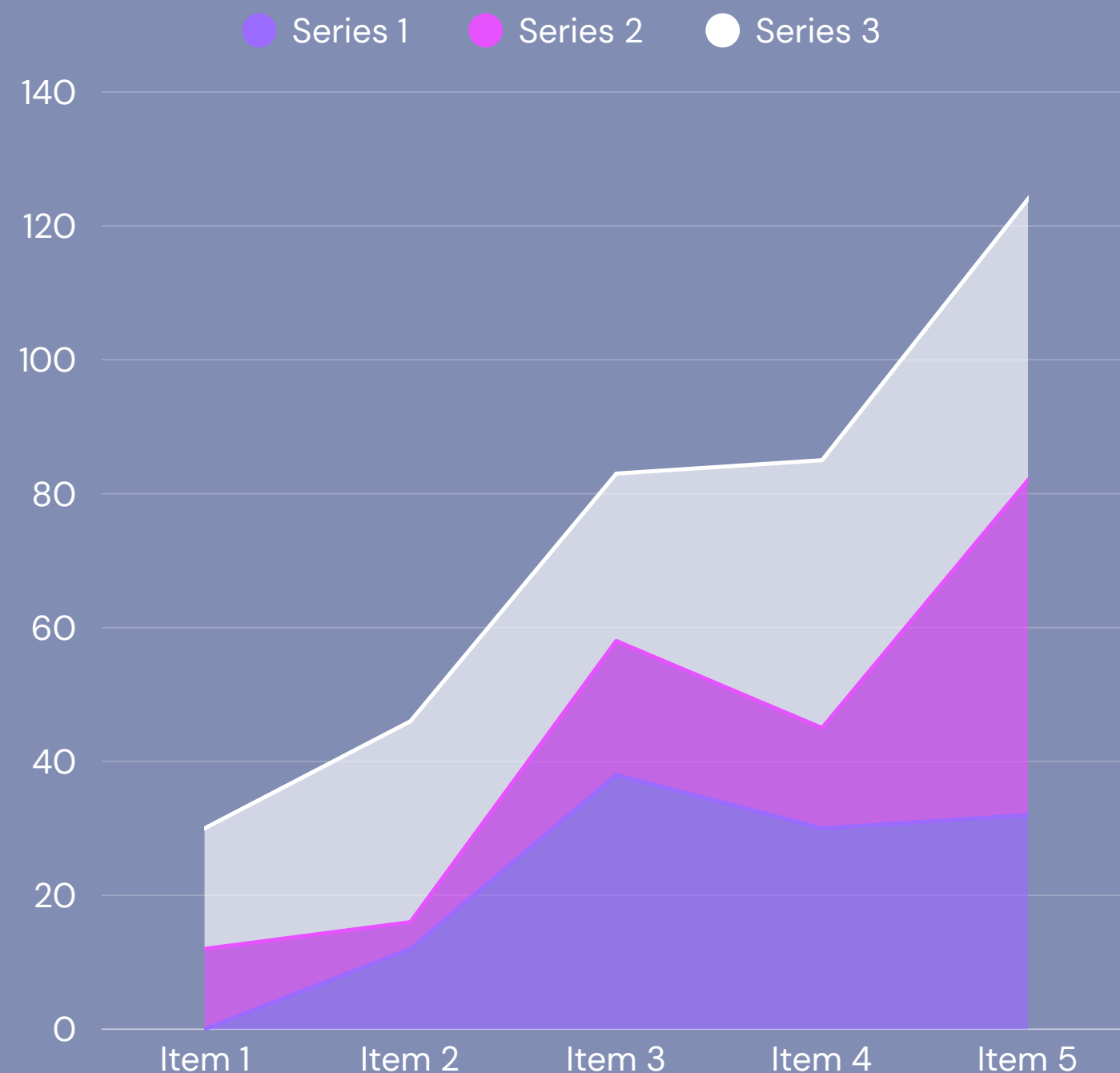


Enterprise-Grade Compliance

- Maintained 100% HIPAA compliance and audit readiness with centralized DLP and identity management.

Your Usage Has Grown With You

- **22% Increase in Active Data & Message Volume:** Operations teams increasingly rely on Enterprise Grid for core real-time coordination.
- **Expansion Beyond Core IT:** Rapid organic uptake across Facilities Management, Nursing Administration, and Patient Logistics.
- **Heavier Reliance on Enterprise Security Infrastructure:** Expanded custom retention policies, eDiscovery exports, and single sign-on (SSO) integrations across new business units.
- **The Shift:** Meridian's footprint has evolved from a team communication tool into critical enterprise infrastructure.

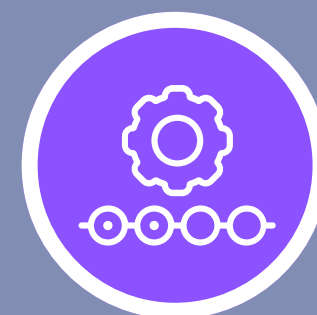


Renewing at Full Value



The Rationale

- Directly aligns platform costs with your 22% footprint expansion and the dedicated Enterprise Grid infrastructure supporting Meridian Health.



Acknowledging Budget Priorities

- We understand Meridian Health's organization-wide mandate to scrutinize vendor spend and target cost reductions.



Proposed Renewal

- A 7% contract adjustment (\$128,400/year, moving from the previous \$120,000 baseline).



Our Commitment

- We will not present rigid take-it-or-leave-it numbers. Instead, we want to look at practical structures that balance your cost goals with operational continuity.

Three Ways to Structure This Together



Predictability Lock

- Retain the existing \$120,000/year flat rate (0% uplift) locked for 36 months, eliminating annual cost increases and securing long-term budget stability.



Value Expansion

- Accept the 7% baseline adjustment, packaged with 150 additional workspace licenses and tailored API integration support (reducing net cost per user).



Strategic Partnership Trade

- Hold pricing flat at \$120,000 on a 1-year agreement in exchange to a single upfront annual payment.

Why This Structure Works for Your Team

- Zero Operational Disruption: Keeps clinical coordination and IT response playbooks running with zero downtime, platform migration friction, or retraining overhead.
- Cost-Avoidance: Avoids the expensive hidden costs of rebuilding custom ServiceNow/Epic automated workflows on an alternate tool.
- Guaranteed OPEX Control: Option A gives Procurement a guaranteed three-year price lock, insulating Meridian Health against future software inflation.
- Maximizing ROI: Keeps IT and Ops operating at peak speed without pulling resources away from critical healthcare delivery.



Moving Forward Together

- **Select Preferred Commercial Path:** Confirm whether Option A, B, or C best aligns with Procurement's 2026/2027 fiscal targets.
- **Operational Check-In:** Host a brief technical alignment session with IT/Ops leadership to map out the next phase of workflow automations.
- **Finalize Paperwork:** Target agreement execution by [Date, 2 weeks prior to expiration] to guarantee uninterrupted enterprise coverage.





Thank You So Much!

