

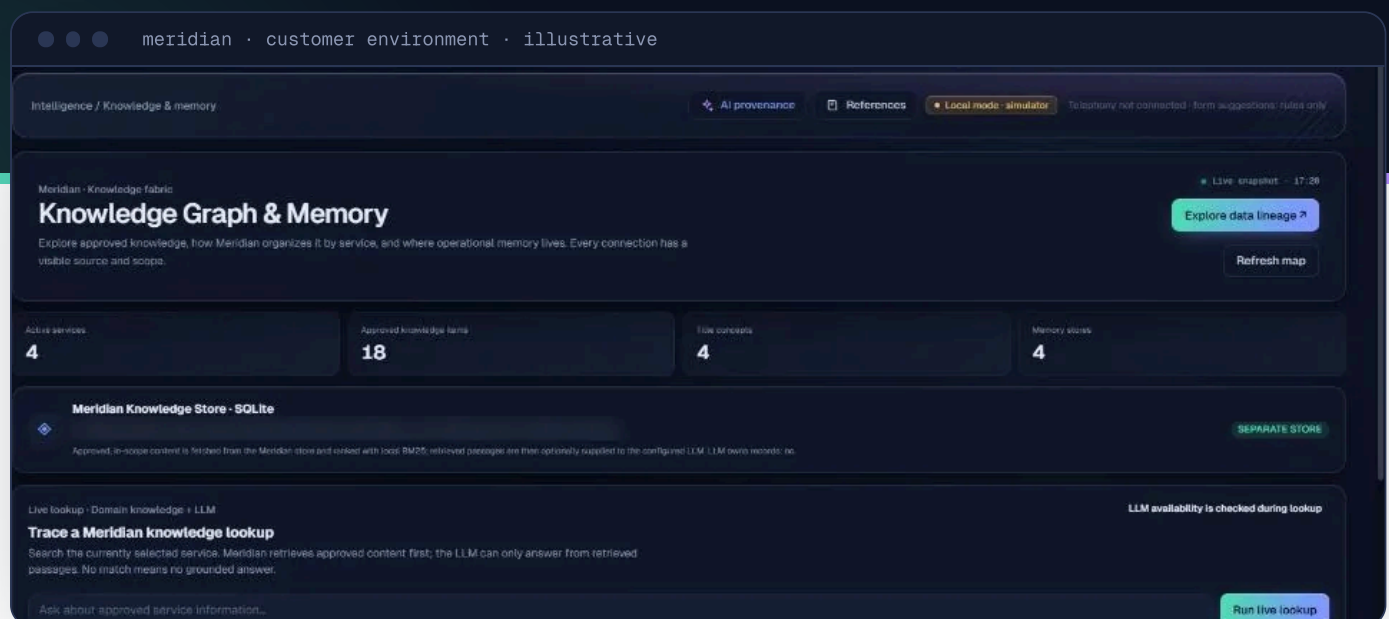


AGENTS & OPERATIONS

Meridian Knowledge

Answers your people can check, from sources you approved.

Finds the relevant passage, keeps its source and gives an answer a person can inspect. Retrieval stays separate from the language model, and an empty match stays an honest “no answer”.



THE PROBLEM

AI answers can't be traced to a policy or version.

Staff stop trusting tools that sound confident and are wrong.

Out-of-date guidance keeps being served.

WHAT IT DOES

Passage retrieval

References point to a specific passage, not a whole document.

Sources and citations

Article, passage and version identifiers on every result.

Bounded answers

The model may only phrase an answer from retrieved passages.

Visible no-answer

No match means no answer, never a guess.

Eligibility rules

Audience, module and date rules apply before search.

Knowledge graph

See how sources, concepts and services connect.

HOW IT WORKS

01

Ask

A permitted journey supplies the question.

02

Filter

Apply eligibility, audience and dates.

03

Rank

Search and order matching passages.

04

Phrase

Optionally form a short answer.

05

Inspect

Show sources; a person decides.

CONTROL BUILT IN

- ✓ Only approved content is retrievable
- ✓ Citations on every answer
- ✓ Model sees retrieved passages only
- ✓ No-answer path is explicit

Runs on the Reimea control layer

Every Reimea product shares one control layer, so a new agent arrives already governed. Deployed in your own cloud environment, under your keys.

Identity & access

Policy per task

One AI gateway

Named human approval

Tamper-evident record

Controlled learning

WHO IT IS FOR

Service owners, handlers and product teams who need answers tied to identifiable, approved sources.

MEASURE THE PILOT

Answers with valid citation

No-answer rate

Answer correction rate

Time to find guidance

Baselines and targets are agreed with you in the Reimea pilot scorecard before the pilot starts.

Current status. Meridian product module. Deployment, integrations and assurance are validated with each customer during discovery and pilot.

WORKS WELL WITH


Knowledge Control

Governance


Meridian Service Desk

Agents & operations


Meridian Virtual Receptionist

Care coordination

Start with one workflow. Make the decision measurable.

A 45-minute briefing covers your workflow, the product and its limits, and a sensible next step. Bring the people who own the decision.

Email info@reimea.com Web www.reimea.com



Scan: product page