

BriteBill is a leading provider of billing and communications software. We specialize in the creation of effective customer billing across all touch-points (print, online and mobile) for Communication Service Providers (CSPs) for both their consumer and corporate customers. BriteBill delivers billing communications that look beyond revenue collection alone and towards building and strengthening customer relationships.

WHY BRITEBILL?

BriteBill delivers modern, progressive billing presentation capabilities allowing CSPs to engage with customers across every touch-point in a clear, friendly and useful manner. BriteBill sets the standard for how the billing relationship can be leveraged to build engagement and loyalty. Better billing improves satisfaction, reduces churn, boosts retention and ultimately has an effect on CSPs' growth and revenue. BriteBill is the only billing communications company in the market with the requisite specialist knowledge and technology to deliver transformative change to billing and billing communications. This is precisely the reason why Tier One operators such as Vodafone, Rogers Canada, Virgin Media and Sprint chose BriteBill.

BILL DESIGN EXPERTISE

BriteBill brings unparalleled subject matter expertise in the area of billing communications and customer experience. We are experts in considering how to optimize the best outcomes for both the service provider and the customer when it comes to the bill. We have developed unique insights through the application of disciplines such as information architecture, behavioural science and user experience. When developing our designs we consider aspects such as fonts, colors, tone of voice and so on. We help our customers develop and refine communication strategies that improve outcomes.

TARGETED PERSONALIZED MESSAGES

A key differentiating capability of the BriteBill Platform is our ability to deliver a personalized experience to reflect the circumstances of each individual subscriber. With BriteBill, CSPs can now engage with customers in a whole new way; pre-empting questions, tackling issues and highlighting appropriate and new services through personalized and persuasive content.

THOUGHT LEADERSHIP

BriteBill's exclusive focus on bill presentation and analytics means we are constantly evolving both our platform and our communication strategies. We bring best practice from across our client base to improve engagement with customers through the billing relationship.

TRUST & TRANSPARENCY

Confusing and unclear bills erode customer trust in their service provider. This mistrust can prevent them from considering expanding their service relationship and purchasing new offers.

This points to the imperative to develop a billing communications strategy that builds trust with existing customers. Only when a foundation of trust is established will customers be receptive to new services and offerings. BriteBill can help in developing these strategies.

BUSINESS IMPACT

We focus on delivering material cost savings and revenue growth for our clients, and we impact business in the following ways:

- ✓ Reduction in call center volumes
- ✓ Increased self-service adoption
- ✓ Lower technical TCO
- ✓ Improved cross/up sell
- ✓ Increased customer retention
- ✓ Improved NPS



PRODUCT FEATURES

BriteBill delivers a bill and invoice presentation and communications platform designed to provide a lightweight, flexible and robust solution for CSPs. It provides an effective bill presentation service and greatly enhances customer engagement while driving key metrics such as higher propensity to pay, lower cost to serve and increased customer retention.

UNIFIED BILL PRESENTATION

BriteBill enables the consolidation of billing data from multiple billing systems. CSPs can present unified information on one bill under one brand. The product has features to allow for the retrieval and mapping of XML, PDF, AFP, ASCII delimited and other document formats from billing systems with little or no custom development required.

PRODUCT FEATURES

CONTEXTUAL PERSONALIZATION

BriteBill advanced personalization combines factual data (such as how long the customer has been with the service provider and what products and services they subscribe to) with behavioral data (such as usage details) enabling the service provider to create targeted messaging specific to each and every customer. Data can be retrieved dynamically from different systems to trigger decisioning and personalization rules. CSPs can set different rules for different channels (print, web and mobile) to deliver personalized messages, for example, if a customer goes over their data plan or is approaching the end of their contract. The end billing communications are visually compelling, clear and easy to understand, greatly improving customer experience.

REPORTING & ANALYTICS

Using BriteBill CSP corporate/business customers can produce dynamic reports through a flexible report builder. They can build and share roles based reports for specific users or departments, such as by cost center rather than department. The display of billing data reflects the departmental hierarchy and permissioned users can run reports and perform call record analysis to gain the insights they need on their organization's usage details.

BILLING OPERATIONS DASHBOARD

BriteBill's platform provides a comprehensive dashboard for the monitoring and management of bill runs. It provides the tools and analytics to Billing Operations and other stakeholders, such as finance and IT, to preview bill run status prior to approval of the bill run for release, with a roles based analytics toolset to preview and check bills before approval. The dashboard provides an easy to use toolkit for improved operational efficiencies with the added advantage of providing revenue assurance. BriteBill verifies data with in-house billing systems and can tally information across multi-vendor and multi-technology systems, ensuring that bills are fully validated for total expenditure as well as for all components of the full invoice.

CSR-FACING CALL CENTER DASHBOARD

Customer Service Reps (CSRs) can quickly access and use information when talking to a customer. The CSRs can see exactly what the customer sees and so can provide help instantaneously.

CLOUD OR ON-PREMISE DEPLOYMENT

BriteBill can be deployed within the Enterprise on any standard hardware and operating systems, or on a managed cloud basis.

OMNI-CHANNEL

Multi-channel bill presentation delivered across paper, mobile,



PAPER



ONLINE



MOBILE



SMS



EMAIL



TABLET



"I strongly believe in innovative ways to improve customer engagement and BriteBill gives us a great opportunity to improve customer relationships through open, transparent and personalized bills."

Asim Quereshi - Director, Enterprise Billing at Rogers Communications



"We chose BriteBill because we wanted to be able to offer different customer experiences to different types of customers and for different services. We also wanted a single system which could provide the ability to present bills in whatever way our customers prefer."

Dervilla Mullan - Director of Online, Eir



vodafone

"We have enhanced our existing eBilling capability for our corporate customers using BriteBill technology. We now communicate with our customers via consolidated invoices in a more engaging, personalized way."

Billing Manager - Vodafone



Sprint

"The BriteBill platform enables Sprint to deliver a flexible invoice presentation across customer touchpoints. The solution supports the enhancement of our seamless multi-channel customer experience."

Scott Rice - Vice President, IT Care and Billing Services, Sprint

ABOUT BRITE:BILL

Brite:Bill, an Amdocs company, transforms the way service providers present and manage billing communications. Cold notifications and demands for payment are transformed into customer centric and engaging communications. With the Brite:Bill platform, service providers can improve customer interactions by pre-empting questions, tackling issues and highlighting appropriate and new services through personalized, targeted messages and persuasive content. Business customers get the insights they need through tailored analytics and customizable dashboards to easily understand costs and service usage through beautifully rendered, easily understood graphs, tables and alerts. Improved billing means less costly bill-related helpline calls, less customer churn and boosts long-term loyalty. Brite:Bill is headquartered in Dublin, Ireland and has offices in London, Madrid, Toronto & Philadelphia.