

Bill Presentment and Payment Over the Web

Running on the BroadVision One-To-One Enterprise Platform, BroadVision Billing offers the scalable, robust performance, and personalization capabilities necessary to deliver enterprise-class online EBPP functionality to your customers.

BroadVision Billing is a comprehensive electronic bill presentment and payment (EBPP) application that allows you to transform your billing operations over the Internet. It automates the business processes associated with presenting bills to your customers and empowers them with capabilities to view, pay, or dispute their bills online. As a sophisticated EBPP application, it enables cross-sell and up-sell opportunities based on personalized information such as customer profiles, bill information, and preferences.

Running on the BroadVision One-To-One™ Enterprise Platform, BroadVision Billing offers the scalable, robust performance and personalization capabilities necessary to deliver enterprise-class online EBPP functionality. The EBPP Billing application leverages BroadVision's expertise in the development of web-based personalization technologies—technologies that demonstrate proven success in large deployments at more than 1,500 Global 2000 companies.





Benefits

BroadVision Billing delivers powerful business advantages. It enables companies to:

- Reduce customer support expenses—customer self-service resolution of billing disputes decreases call center volume; it is expected to lower the cost of resolving invoice disputes by 50 percent for each dispute handled electronically. (Source: Gartner Group, Jan. 2001)
- Decrease days sales outstanding (DSOs) through online billing—reduced inbound and outbound float ensures a faster billing cycle.
- Improve cost effectiveness of the billing process—driving customers to your web site to pay their bills instead of producing paper invoices lowers the cost of invoicing by approximately 67 percent by reducing labor, postage, paper, and equipment expenses. (Source: Gartner Group, Jan. 2001)
- Increase customer retention by meeting customers' desire for self-service. Customers can go online to view complete account and billing information, filter and sort bill details, set alarms for notification when bills are due, set one-time or automatic payments, and even log disputes for individual line items on bills.

- Enhance customer satisfaction through more accurate billing. Customers can easily check their bills and use the system to automatically resolve billing disputes.
- Minimize churn by using greater personalization—meet the specialized needs of business customers by displaying complex bills, administering employees of business customers, and setting payment permissions for company employees.
- Increase revenues through targeted promotions and sales—use customer profile, bill information, and customer preferences/interests to cross-sell or up-sell related products and thereby maximize the lifetime value of your customers.

Features

BroadVision Billing offers comprehensive bill presentment and payment capabilities through:

Bill Presentment

- Enable customers to view, filter, and sort through large, complex bill details, as well as past and present account information over the Internet.
- Set up e-mail alerts for bills and payments to improve customer service and speed bill collection.
- Download bills in CSV or XML formats for use in other applications or systems.

Payment

- Set one-time or automatic payments for a specific date and amount threshold to minimize manual administrative workload.
- Use multiple payment methods to speed the pay cycle by accommodating customer requirements.
- Modify payment settings where necessary to improve the receivables process.

Customer Relationship Management

- Reduce call center traffic with online submission, tracking, and closure of charge dispute trouble tickets.
- Let customers enroll themselves in services, manage accounts and payments, check status, as well as set alerts and notifications—improving customer retention through online customer self-service.

Targeted Marketing

- Target content and promotions based on bill information to increase revenue through cross-sell and up-sell opportunities.
- Define communities based on bill information to better serve the needs of customers.

Integration

- Open interfaces to back-end databases, legacy billing, and customer care systems speed time-to-market.

Architecture

- Open, flexible architecture with support for XML standards provides out-of-the-box import and export of XML bill data in any XML-compliant language.
- Extensible stylesheet language (XSL) converts data to and from the desktop device of the customer's choice.

Technical Specifications

BroadVision provides support for leading platforms and standards.

BroadVision Billing requires:

BroadVision One-To-One Enterprise 6.0

Web Servers:

Apache
Microsoft IIS
Netscape Enterprise Server
Any CGI-compliant server

Operating System:

Sun Solaris
Hewlett-Packard HP-UX

Databases:

Oracle
Sybase
Informix

Hit the 'Net running

Partner with BroadVision to maximize your e-business profitability. Call us at 650.261.5100 or 800.269.1950, and we'll bring focus to your business—through technology—to put you ahead of the competition.

About BroadVision

BroadVision (Nasdaq: BVSN, Neuer Markt: BDN) develops and delivers an integrated suite of packaged applications for conducting e-commerce interactions and transactions. Global enterprises and government entities use these applications to sell, buy, and exchange information over the web and on wireless devices. The BroadVision e-commerce application suite enables a corporation to become more competitive and profitable by establishing and sustaining high-yield relationships with customers, suppliers, and employees.

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