

Developing, integrating and managing customized electronic bill presentment and payment (EBPP) solutions



IBM Electronic Bill Presentment and Payment Services

Highlights

Establishes requirements to help to define an EBPP strategy and plan for accelerated time to market

Helps customize EBPP to your environment and works with existing systems

Helps remove barriers to entry with IBM-managed applications and infrastructure

Helps provide a comprehensive paper and electronic billing/statement presentment solution

Delivering comprehensive EBPP services

EBPP not only eliminates paper-based billing in favor of electronic billing, it helps improve the customers' billing experience and allows companies to offer additional value. A well implemented EBPP solution can improve customer service with interactive relationships, help increase sales with direct marketing opportunities and help lower the costs associated with conventional billing.

From basic billing to sophisticated marketing and analysis capabilities, IBM Electronic Bill Presentment and Payment Services specialists can offer the resources and skills to tailor a solution to meet your business objectives. Our consulting and implementation services professionals help design, plan and integrate your EBPP solution. We can install the system at your facility or manage EBPP applications offsite in a security-rich, reliable and scalable environment.

Creating an EBPP strategy and plan

Having developed EBPP solutions for organizations in multiple industries, our consultants can provide additional insight regarding your industry, current electronic billing and payment trends, and competitive EBPP strategies. By establishing business and technical goals, tasks and milestones, we help ensure an efficient and timely EBPP implementation. You can make fully informed decisions, confident that your EBPP solution will fulfill your business needs. With numerous successful implementations, our team has the experience to install and integrate your solution. We can customize your solution to include specific features for your business and assist you in developing online marketing and customer service strategies. We can integrate marketing and sales messages with interactive media and help design and test call centers, voice response systems, Web sites and e-mail.



e-business

Designed to use output from existing billing systems, EBPP helps protect previous investments and smooth your transformation to electronic billing. We test this conversion for accurate bill generation and check servers and connectivity for maximum system security.

Managing your applications

IBM can host and manage your EBPP applications offsite in a security-rich, reliable and scalable environment. We can help you:

- *Avoid distractions.* You can focus on your core business while we take care of hardware, software licensing, system maintenance and bill generation and delivery.
- *Reduce implementation risk.* By hosting your EBPP applications on IBM infrastructure, you avoid the capital investment required for most EBPP solutions. Unanticipated infrastructure problems are minimized and IT expenses become more predictable.
- *Increase flexibility and protect investments.* The IBM-managed service utility employs the same components offered with our onsite EBPP solutions, making migrations between the IBM-hosted facility and your location much simpler. Your investment is protected because minimal re-engineering is needed.

Delivering complete billing solutions

Combining your EBPP solution with the comprehensive print and mail capabilities offered by IBM Global Services Output Services can allow an end-to-end billing solution to meet all of the needs of your enterprise.

Working with a proven leader

Committed to the future of EBPP, IBM has taken a leading role in guiding the development of EBPP technologies and standards. The people of IBM Global Services understand the business and technology issues surrounding successful EBPP implementations, and can use that knowledge to help you reach your business objectives.

For more information

To learn more about IBM Electronic Bill Presentment and Payment Services and IBM Global Services visit www.ibm.com/services or contact your IBM sales representative.



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