

OpenText Report & Output Management Solution
for Electronic Bill and Statement Presentment

Self-service access to statements, invoices, and other customer facing documents



The OpenText™ Report & Output Management solution dramatically reduces the cost associated with the delivery and handling of customer communication while improving customer service and building customer loyalty.

Every business has the basic requirement to ensure the accurate identification of services rendered to its customers, to maintain accurate customer accounts, and to bill and collect accordingly. Companies who excel at these fundamental processes turn them into a strategic differentiator, by reducing costs and enhancing their ability to collect receivables and communicate with customers.

For years, organizations have used OpenText Report & Output Management to distribute business documents inside and outside the firewall. Doing so has reduced distribution costs and resulted in faster and more effective information delivery while leveraging the retention, accessibility, and auditability of fixed content managed in a compliant repository.

Today, organizations are moving beyond traditional distribution to reach their customers with electronic invoices and statements directly through the web, in a self-service manner via a customer-facing portal.

Deliver simple, secure access while driving down cost

The OpenText Report & Output Management solution provides simple, secure self-service access to customer billing, statements, invoices and other customer facing documents. Information can be captured and aggregated from packaged Enterprise Resource Planning (ERP) systems, as well as custom, mainframe, and legacy applications and presented over the web with no changes to the source program.

By moving your customer communication to the web you will dramatically reduce the production and distribution costs of printing, shipping and handling associated with traditional paper-based billing and invoicing processes. In addition both you and your consumers gain the advantage of being more environmentally conscious. With the integration of payment services you can also benefit from decreased accounts receivable processing costs. An electronic bill and statement environment will increase the speed and accuracy of payments which results in reduced days sales outstanding and improved cash flow.

KEY BENEFITS

Cost savings

- Reduce distribution costs of printing, shipping and handling. Strengthen "Go Green" efforts.
- Allow self-service access to pertinent billing detail which eliminates service calls.

Improve customer service and satisfaction

- Provide customers with secure, controlled access to the data they need via the web 24x7.
- Improve customer service and loyalty by providing greater convenience and flexibility to access their data.

Regulatory compliance

- Leverage the retention, accessibility, and auditability of content managed in a compliant repository.

Content enable your self-service portal

- Ingest and enable access to content generated from your ERP, mainframe and legacy systems via the web.
- Reduce IT backlog associated with custom report and statement generation.

Improve customer service and increase customer satisfaction

Electronic delivery allows you to better serve your customers, suppliers, and business partners while significantly improving your customer relationships. You and your customers will benefit from a faster and more convenient interaction.

Customers gain secure on-demand access to view bills, statements and account detail. Customers now have direct self-service access to the information they need to reconcile their finances within their organization and in many cases can self-diagnose discrepancies that may arise. This can dramatically decrease or eliminate customer service inquiries.

Your customer service representatives will have the same view and access to all relevant customer information enabling associates to resolve issues quickly and effectively, shortening call to resolution times. This can significantly diminish your call center burden and increase operational efficiencies.

Offer dynamic, personalized statements

Extend your statement delivery solution with OpenText StreamServe™. StreamServe provides the ability to create dynamic, personalized statements and documents through

rules-based assembly for targeted messaging to consumers in multiple formats. Business managers can include content, such as marketing messages, campaigns, and cross/upsell offers. This allows organizations to make their billing statements more engaging, relevant and profitable, enriching the overall customer experience and strengthening the relationship between the organization and the customer.

OpenText Report and Output Management offers a complete solution for delivering statements via the web:

- Capture and aggregate statement information from existing applications such as Oracle® E-Business Suite, PeopleSoft®, and SAP®, as well as custom, mainframe, or legacy applications without requiring any modifications to the source.
- Convert output to a common presentment format for Web delivery in HTML or PDF.
- Leverage OpenText StreamServe for dynamic, personalized statements.
- Provides secure, single sign-on with LDAP authentication and authorization.
- Provides highly scalable web self-service.
- Provides scalable storage and historical archiving with sophisticated search.
- WebService API for Integration with existing IT architecture and customer-facing portals. ■

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