

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

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

OpenText™ Report & Output Management solution for electronic bill and statement presentment reduces the costs associated with delivery and handling of invoices and related customer communications. The solution also offers companies an opportunity to improve customer service and build customer loyalty.

Every business needs to maintain accurate customer accounts, track sales and services provided to customers, and bill and collect accordingly. Companies that excel at these fundamental processes turn them into a strategic differentiator by reducing costs, improving receivables, and using invoices and statements as an opportunity to 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.

Now organizations are using OpenText Report & Output Management to transform invoicing to a more customer-friendly, self-service process. The OpenText solution for electronic bill and statement presentment enables companies to use customer-facing portals, websites, and other channels to communicate this information to customers.

Deliver Simple, Secure Access While Driving Down Costs

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 enterprise resource planning (ERP) applications as well as custom, mainframe, and legacy systems 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 paper-based billing and invoicing.

KEY BENEFITS

- Reduce distribution costs of printing, shipping, and handling
- Strengthen “go green” efforts
- Improve customer satisfaction with self-service access to billing detail
- Reduce or eliminate many service calls
- Provide customers with secure, controlled access to the data they need via the web 24x7
- Leverage the retention, accessibility, and auditability of content managed in a compliant repository
- 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

An electronic bill and statement environment can also accelerate customer payments while cutting costs for accounts receivable processing—reducing days of sales outstanding and improving cash flow. Without question, electronic distribution is also a more environmentally friendly approach.

Improve Customer Service and Increase Customer Satisfaction

Electronic delivery allows you to better serve your customers, suppliers, and business partners while improving those relationships. Customers gain secure, on-demand access to view bills, statements, and account details. This makes it easier for them to reconcile their own finances and diagnose discrepancies that arise, resulting in fewer customer service inquiries.

At the same time, your customer service representatives have access to the same customer invoice information, enabling associates to resolve issues quickly and effectively. This can reduce your call center burden and increase operational efficiency.

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-sell/upsell offers. This allows businesses 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.

A Complete Solution for Delivering Statements Via the Web

With the OpenText Report & Output Management solution for electronic bill and statement presentment, you can:

- Capture and aggregate statement information from existing applications (such as Oracle® E-Business Suite, PeopleSoft®, and SAP®) and 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 StreamServe for dynamic, personalized statements

***The OpenText™ Report
& Output Management
solution dramatically
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customer communication
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The solution offers:

- Secure, single sign-on with Lightweight Directory Access Protocol (LDAP) authentication and authorization
- Self-service through customer portals or websites
- Scalable storage and historical archiving with sophisticated search
- Web service application program interface (API) for integration with existing IT architectures and customer-facing portals

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