



INFORM
BILLING



**A powerful choice
of billing partner**



informbilling.co.uk

We are Independent billing specialists

We are a UK-based, independent & privately owned billing specialist offering powerful billing solutions for telecoms, mobile, IT, IoT, managed print and other subscription and event-based billing scenarios.



Partnership approach

When you partner with Inform Billing you benefit from more than just our software; our team has significant market-knowledge and a proven track-record in dealing with the complexities of billing including bundling and complex CDR processing. This proves invaluable when it comes to understanding, solving and often pre-empting problems you may not even know exist.



Continuous investment

An ongoing development roadmap is critical to the fast-paced industry that we serve. To date we have invested over £3m into our Eclipse NG billing platform and continue to plough 45% of revenues back into continually developing the software. We're completely independent so not only can you bill any supplier, but we integrate with multiple carriers too.

A steady pair of hands

With circa 300 partners Inform Billing is the last remaining truly independent ICT billing provider of size and we continue to grow. We know part of any good service is staying close to individual customers' needs and responding and adapting to changes in requirements. Not only do we have a modern API driven software product, with a roadmap that we have full control of, but we also continue to invest in the outstanding training and support that has always set us apart.



100% independent and privately owned



45% of turnover is invested into continuously developing our solutions



99% of customers would recommend



Our software is developed, supported and securely hosted in the **UK**



14+ years in business



300 resellers use our software every month



£5m invested in building Eclipse NG from the ground up

Eclipse NG billing platform

Our Eclipse NG billing software makes billing customers as quick and easy as possible, maximising your time and revenue. Eclipse is a specialised telecoms billing system and our flexible approach is designed with your customer in mind. Our software integrates via API with other best-of-breed applications.

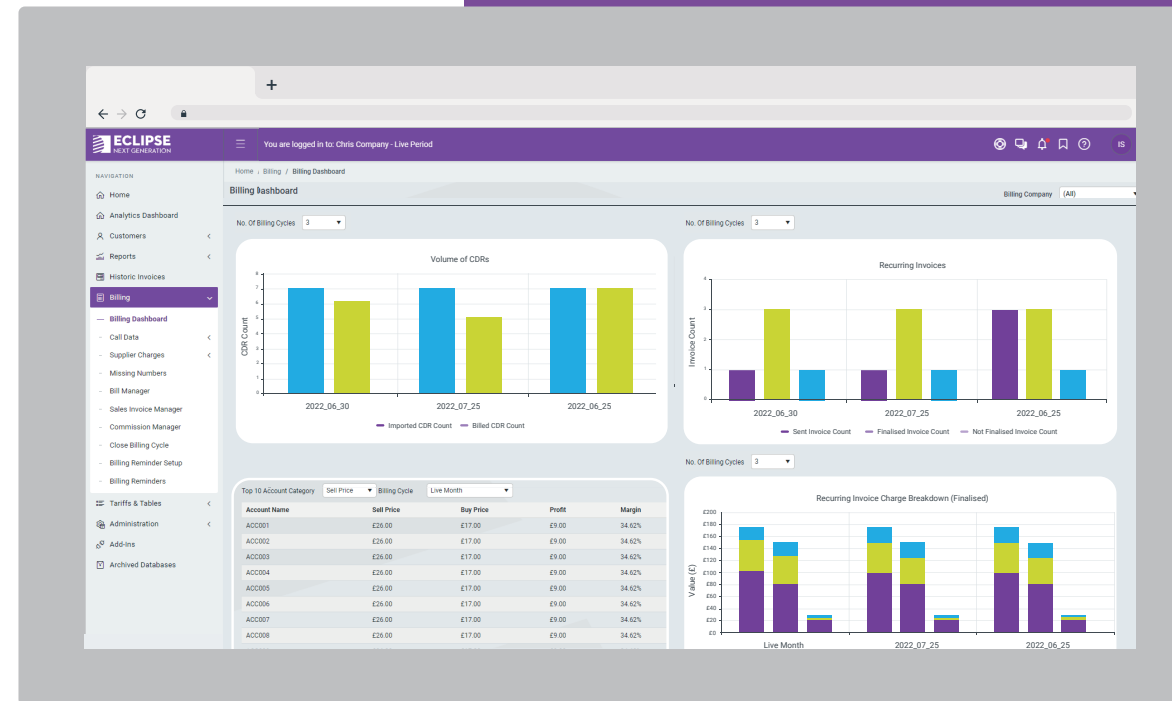


Since moving to Eclipse we have halved the bill run and have never ever got bills out as early in the month as we do now! Our team is jumping for joy because they now have two weeks in every month to look at internal processes. Before it was a vicious circle of completing the bill run, having a week to deal with queries and issue credits and then straight back onto the next bill run. Now we can breathe.

Paul Hallam
OPERATIONS DIRECTOR

The next generation billing platform

Securely hosted in the cloud, Eclipse NG enables you to bring together all voice, mobile, data and IT products and services from multiple suppliers onto a single bill. Whilst bills are quick to generate, our powerful revenue assurance tools ensure accuracy - meaning losing income or overcharging is a thing of the past. Importantly, bills are well presented and easy for the end-customer to understand.



Benefits of Eclipse



Save time



Improve margins



Use anywhere



Safe and secure



A powerful choice of billing partner

1

Total web application

Eclipse NG has been designed with usability front of mind. We've been developing software for over a decade, so we know how users navigate and want to use a billing platform. Eclipse NG makes operating complex software simple.

2

Quick, daily call & charge importing

Eclipse NG imports calls quicker than ever before; automatically collecting millions of CDRs from multiple carriers without the need to wait around.

3

Accurate rating & verification

Our flexible rating engine enables you to be creative with your commercials, safe in the knowledge that you will be able to accurately bill. Through Eclipse NG you can increase margin and add to the bottom line. Our cutting-edge revenue assurance tools validate both calls and other supplier invoices.

4

Unlimited reporting

Not only does Eclipse NG come supplied with a range of standard reports for both customer and data related information, an almost unlimited range of bespoke reports can be created using the in-built report generators.

5

Integrates with existing software

Eclipse NG can communicate with other software packages either by direct integration or as an export/import routine including CRM, accounting, provisioning and direct debit software programmes.

6

Safe & secure

Eclipse NG is offered fully hosted in our secure environment, as standard. With robust disaster recovery processes in place, we can guarantee minimal disruption and excellent availability rates.

7

Multiple billing outputs

Flexibility to meet customer billing requirements is key. Eclipse NG enables you to select standard billing outputs, whilst also being able to tailor your approach to the needs of specific customers. Eclipse NG is further enhanced when used in conjunction with Enlighten, an online portal for your end-customer to view and manage their billing account.

Enlighten customer portal

The Enlighten billing portal enables your end-customers to easily view, download and analyse their billing information. Our premium version also features self-service options as well as additional monitoring and access functionality. Securely hosted by us, Enlighten can be branded to match your own corporate identity and can be accessed from your website.

Benefits of Enlighten



24/7 access



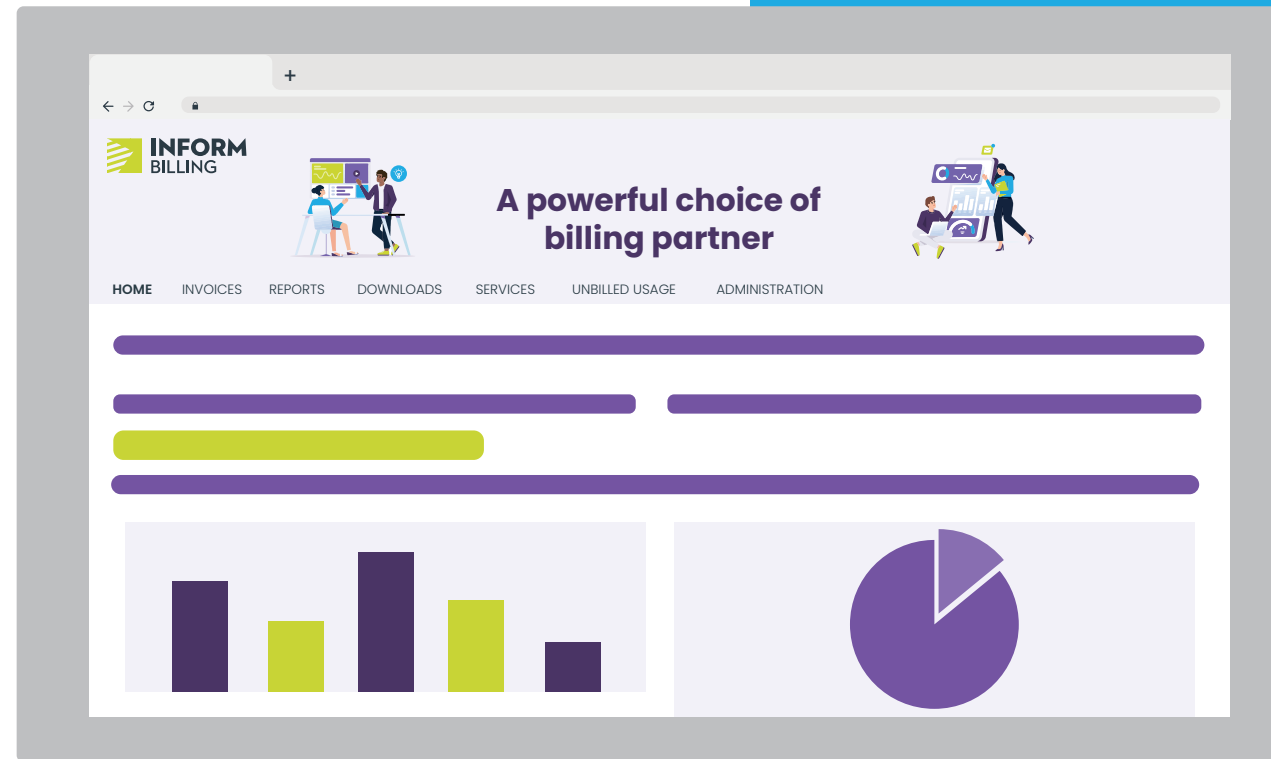
Self-service options



Fully branded



Securely hosted



Giving online access & self service options to your customers

Branding options

Enhanced branding

We provide a design consultancy service to ensure Enlighten matches your corporate identity. Our in-house graphic designer will create custom headers and footers for use on the login page and across the Enlighten portal, following your own website for guidance. We will match your colour scheme and fonts as far as practically possible and all message statements will be customised with email links to your support team and links back to your website as required. The Enlighten URL can even be set-up to appear as part of your website and graphics can have multiple links to your homepage or social media sites.

Basic branding

This option enables you to feature your own custom graphics on the header and footer areas of the login page and across your portal. We will provide the specification and upload any graphics you supply to Enlighten. Basic text on the login page and support page can be modified as required and a welcome message can be customised on the homepage. Header graphics can link back to one web page. All other elements will remain as standard.

Unbranded

The unbranded version of Enlighten features only our generic Enlighten logo and has no reference to your company or your branding. All message statements on the login, welcome and support pages use our standardised default text. There is no set up charge for this option.

Enlighten plans

Benefits	Enlighten	Enlighten Premium
24/7 online access	✓	✓
Securely hosted	✓	✓
User level permissions for resellers and end-customers	✓	✓
View and download current charges and itemisations	✓	✓
View and download current and historic bills (past 15 months)	✓	✓
Reporting suite to analyse spend and call data	✓	✓
View and download current and historic sales invoices	✗	✓
Self-service add/remove mobile call barring*	✗	✓
Self-service SIM swaps*	✗	✓
Self-service update usernames and cost-centres	✗	✓
Monitor daily unbilled usage*	✗	✓

* Carrier dependent

- ### 24/7 account access

Through Enlighten your customers can view their charges and itemisations, as and when they need to – both for the current period and historically over the past 15 months. Reduce inbound bill queries by providing customers with copies of bills, itemisations and analytics information at their fingertips.
- ### Downloads and reports available

Customers can effectively manage their accounts with the ability to download bills, run reports and analyse their call data, enabling them to drill down into any detail required. With Enlighten Premium end-customers will also have access to ad hoc invoices in addition to their regular monthly bill.
- ### Self-service ENLIGHTEN PREMIUM

Enlighten Premium enables your customers to self-serve, integrating directly with the applicable networks to arrange SIM swaps and to switch bars on/off for individual mobile numbers. Giving the customer greater control and ability to respond in the event of loss or theft. These features are carrier dependent and can be provided at your discretion, on a customer by customer basis.
- ### Monitor usage ENLIGHTEN PREMIUM

Through Enlighten Premium your customers can keep track of their unbilled usage throughout the month, reducing surprises and monitoring call, data and SMS usage on a daily basis. Again, this is carrier dependent and can be provided at your discretion, on a customer by customer basis.
- ### Branded to your own identity

Enlighten is designed to be a continuation of your online service offering, following your branding and aiming to fit with the style of your website. Our enhanced branding option includes a consultancy service to create custom headers and footers and to ensure all colour options, fonts, links and messaging statements match your site as closely as possible. We also offer standard branding where you provide headers and footers to our specification and an unbranded option with just the Enlighten logo and generic text.
- ### Secure system with permissions

Customers can be assured that their account information is hosted in a secure environment, only accessible by them via a username and password. You can set user levels both inside your own organisation with differing permissions as well as for customers.
- ### Securely hosted

The Enlighten portal is hosted by Inform Billing but accessed through your own website. You don't have to worry about system maintenance and can easily add a simple link to your existing website. Our applications are regularly penetration tested and are hosted in a secure UK data centre which has the 'ISO/IEC 27001:2013' certification.

API integration

Our API enables interconnectivity between our Eclipse NG software and other applications, alleviating manual double entry of data and to automatically keep data in sync.



Benefits

Interconnectivity between Eclipse NG and other applications

At a high level the Eclipse NG API can add, update, search and in some cases delete the following key entities from the Eclipse NG Database.

- Customers
- Bill plans
- Phone numbers
- Charges

Relationships with other entities

Each of the following entities can have relationships with other entities which you can look up via the API, to provide the correct information when adding a new item or making changes. These entities include and are 'read only' from the API but can be updated via Eclipse NG web interface.

- Billing companies
- Tax rates
- Bill styles
- Account/Sales manager
- Payment method
- Analysis styles
- Price lists
- Bundles
- Number groups
- Rating tables
- Carriers
- Number profiles

Training & Support

At Inform Billing we pride ourselves on providing a high level of training and support to all our customers - from those new to billing to large resellers with complex and more bespoke requirements. All customers are provided with a service level agreement for peace of mind and have access to the following:



Helpdesk support request system



In-platform chat



Remote screen share



Full technical and software support



Site visits

Training

As part of the installation process, we provide full training on our products to help you get up and running as quickly as possible. Training is usually held as remote bite-sized sessions, to help you get the hang of different elements, all backed up by our comprehensive Help Centre.

Help Centre

Inform Billing has an online Help Centre and product FAQ section for all Eclipse NG & Enlighten users, providing a wealth of easily accessible resources to refer to.

With bite-sized user-guides for key processes, the Help Centre includes a range of specific topics such as data entry – 'How to create a product' and 'How to create a sell rating table' – all the way through to completing a full bill run. Based on user feedback, we are adding more advanced topics all the time.

Bureau billing

Our bureau billing service enables you to focus on building your business, safe in the knowledge that a professional team is looking after your monthly bill run.

Whilst referring to you for decisions of a commercial nature, we will take advantage of the full-feature set of the Eclipse NG billing platform, maximising margins and customer satisfaction as well as ensuring timely and accurate billing.

Key benefits



Simple, easy set-up



We can provide support for billing queries, reporting requirements and advise on potential margin improvements



We take care of tariff set-up and rating options



No reliance on a single person – access to a dedicated team of experienced billing professionals



Freedom to choose your own suppliers - all suppliers/carriers are supported



Easy to transfer to self-managed billing when the time is right

Self-Managed billing

For resellers who want to retain full control and visibility by managing their own billing, Inform Billing provides the software, training and support to take this step.

When opting for our self-managed billing option you will still benefit from the ongoing support of our in-house experts. We will train you to utilise the full feature-set of the Eclipse NG billing platform over a series of sessions and will walk you through a couple of bill runs to ensure that you are confident to manage your billing on an ongoing basis.

Available as and when you need us, our support team are always on hand to help.

Key benefits



Maximum visibility of a critical business area



Support and advice from telecoms and billing experts



Freedom to choose your own suppliers



No need to migrate systems when moving from our Bureau service



Hosted and 'on premise' options



Excellent customer support service



In-house technical support team



The back-up of our knowledgeable team in the case of an emergency



Data migration support service available



To find out more about Inform Billing or to book a demo to see **Eclipse NG** in action, visit informbilling.co.uk



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