

# BillingCore for P&C

## Putting Customers at the Core of Your Billing Processes

Today's customers expect access to current billing information across a myriad of channels and have zero tolerance for inaccurate data. Providing self-service in a real-time omnichannel format is becoming essential to customer and producer retention and can further strengthen your relationships with opportunities to cross-sell and upsell. Unfortunately, inflexible legacy systems are standing in the way of delivering the level of service your customers and producers desire. When billing information is spread across multiple systems, the quality and speed of customer service are compromised, and producing accurate account analysis becomes nearly impossible.

EIS BillingCore® lets you put your customers at the core of your business using a highly advanced billing and collections system that puts unprecedented end-to-end process control in the hands of business users and helps insurers meet today's ever-changing customer and market demands.



Create and deliver the billing experience your customers desire.



Increase float, reduce errors, and increase earnings with automated cash application.



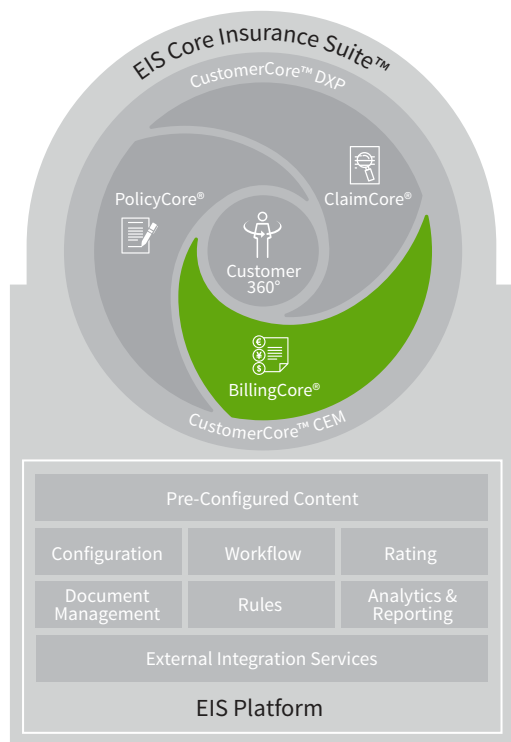
Streamline billing processes and ensure that the right people have the right information at the right time.



Meet sales goals, manage incentives, and improve agent/broker satisfaction.

# BillingCore supports all your key billing processes.

BillingCore is a highly configurable billing system that helps insurers meet today's requirements by streamlining and enhancing billing account management, billing cycle event management, and cash management in a manner that seamlessly supports omnichannel communications. It enables you to automate billing rules and to configure the billing experience to meet your customers' desires. The result is that you can transform your organization, move away from manual processing of cash applications, and focus more time on premium analysis and improving your company's core earnings.



Part of the EIS Suite™ insurance software system, BillingCore helps insurers:

- Manage billing across multiple product lines and broad lines of business
- Support product innovation with easy configuration of payment plans and business rules
- Consolidate customer bills from multiple policy systems
- Automate the management of receivables and regulate cash flow
- Communicate payer-centric billing information across multiple channels in real time
- Employ an account-centric view to simplify customer servicing

The customer-centered EIS Suite combines a robust digital-ready platform with a set of core applications that can be used alone or as a unified suite. In one highly configurable, multi-line system, you get the tools and technology needed to support the full insurance lifecycle—policy, billing, claims, and customer engagement.

# BillingCore: Key Features and Benefits

## Increase Customer Satisfaction

### Key features include:

- Easy configuration and increased agility through customer-centered billing rules
- Support for agency, direct, and mortgagee billing
- Billing at the level of account, product, policy, and line item
- Support for payment methods such as EFT, preauthorized debit, credit card, and by check
- Individual holds and moratorium setups

## Improve Cash Application Time Frames

### Key features include:

- Recurring payment application
- Automated batch and lockbox processing
- Suspense processing for unknown payments
- Agency payment support
- Billing transactions that automatically generate balanced sub-ledger transactions for summarizing and reporting to the general ledger
- Out-of-the-box financial reports that track account receivables and financial activity

## Reduce the Burden of Billing Administration

### Key features include:

- Billing information presented in single account-centric view for easy customer servicing
- Configuration for all bill cycles by product, geography, and bill type via a business user-centric UI
- Automated events to support invoicing, reminder notices, cancellation, and Earned Premium processing
- Underlying transactions that trigger and support dual-entry accounting for interfacing with general ledger systems

## Enhance Producer Performance and Satisfaction

### Key features include:

- Configurable strategy by coverage and policy, with commission groups, referral strategies, bonus structures, adjustments, and holds
- Commission calculation with policy and billing integration, sub-ledger transaction processing, and reporting
- Commission disbursement through integration with external payment systems

# Technology that's built right for today...always ready for what's next.

The EIS solution is based on our exclusive BuiltRight™ architecture. It uses a modern, service-based architecture and open standards that empower insurers to deploy, adapt, and extend innovative insurance solutions with tremendous speed and agility. Built to integrate, the EIS platform provides application and service programming interfaces and pre-integration capabilities so you can painlessly connect to third party applications and new data sources as your business grows. It also allows you to easily extend your core systems at market speed without modifying your base software or putting future upgrades at risk.

The EIS platform ensures a lower total cost of ownership (TCO) because its components use standardized technologies and the talent required to run them effectively is abundant and readily accessible. This modern, digital-ready platform gives you the flexibility to interact with anyone, anywhere using the connectivity methods they prefer, including online, mobile, social—and even wearable technologies. In addition, the EIS solution allows you to scale horizontally, vertically, and elastically as your business grows without sacrificing performance—in the cloud or on premise, whichever best aligns with your IT strategy.

## Your success is our #1 goal.

We know that core insurance system transformations are highly complex, risky endeavors. That's why we go the extra distance to ensure each and every client is able to drive successful business transformation immediately and over the long term.

Leveraging a combination of deep insurance experience, technical know-how, proven methodologies, and state-of-the-art technology, our services and support teams will help you achieve exceptional results faster using our core insurance solutions. And if self-sufficiency is your goal, our training and education programs will equip you with the knowledge and skills needed to ensure your ongoing success. With EIS, you don't just get the world's best enterprise-grade core insurance software. You get a proven partner who's with you every step of the way—from project planning and implementation to go-live and beyond.

Let's connect and explore how BillingCore can help build  
a faster, better, and stronger insurance business:

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