

HCL's Billing Support Services Competent Billing Management



Proficient billing and Receivables management puts Telecom service providers in command of their business, thus empowering them to thrive in an increasingly competitive and aggressive market environment. The production of timely and accurate bills, payment processing and payment collections are very decisive and significant. In addition, other major processes like handling customer inquiries about bills, providing billing inquiry status and resolving billing problems in a timely manner are very critical from a Customer satisfaction perspective.

Key Challenges	<ul style="list-style-type: none"> Billing & payment errors Bill status query Cost of query handling Enhancing customer satisfaction Skilled manpower to address all types of billing queries Reduce Customer Churn 	<ul style="list-style-type: none"> Streamlining the collection processes Reduce cost of reminders and collections Efficient monitoring and collection strategies Ensure low bad-debts 	<ul style="list-style-type: none"> Inadequate clarity on the bills – especially for multiple services Lack of audit trails Inadequate credit audits Lack of follow-up on services rendered charges
Service Offerings	Billing Management	Receivables Management	Revenue Assurance
HCL Solution	<ul style="list-style-type: none"> Ensure judicious and effective fulfillment of all customer bill inquiries, billing disputes and complaints Ensure customer satisfaction through FCR* Trained agents to handle all types of queries Support up-selling activities Raising charges based on scale of time for engineers' site visit 	<ul style="list-style-type: none"> Administrating follow-up with customers having overdue amounts Arranging and monitoring payment plans Facilitating payments through various means – Credit, Debit, Cheques etc. Reduction of reminder costs by efficient FCR* Revenue protection by offering direct debit process 	<ul style="list-style-type: none"> Ensure charging for services rendered for each customer Conduct audit trails and credit audits Facilitate verification and reconciliation process Address clarification and ensure FCR*

* FCR - First Call Resolution

HCL Advantage

- Billing support services focused on delivering business metrics as opposed to focus on process metrics
- Flexible and scalable delivery platform to partner with clients in their growth
- Positive impact of services on cost and revenues
- Processes to measure and enhance end-customer satisfaction
- Inter and intra-industry best practices are used as standards for ensuring process efficiencies

Business Benefits

- Enhanced Productivity and Improved quality of service:
 - Customer Experience Scores – 95%
 - Improved operations productivity through Call Handling Time (CHT) reduction and increased floor discipline
 - Improved FCR and Reduced Average call handling time (AHT) by 25%
 - Reduced turnaround time for Billing disputes from 54 days to 3 days
- Ensure revenue assurance through direct debit
 - Increased enrolment for direct debit option
 - Debit Card Collections of total contacts increased from 2% to 4% within three months.

Financial Impact: In a repairs Billing campaign, various process improvements have resulted in about USD 14 million released to the Client as revenue.

▶▶ Case Study

Client Background: The Client is the largest communications service provider in the United Kingdom. With USD 40.15 Billion revenue and 28 million customers, it is the dominant fixed line telecommunications and broadband Internet provider in the United Kingdom and operates in more than 170 countries

Drivers for Outsourcing

- Streamline the Billing Process
- Handling Customer enquiries and complaints
- Enhancing Customer Satisfaction
- Reduce cost for handling Customer Billing Enquiries
- Large customer base - spike in volumes

HCL Solution

Billing Help Desk:

- Help desk caters to Inbound billing enquiries, Complaints & Provisions
- Key Call Type: Billing & payment support, Customer complaints, Calling Features/ Plans, Order processing & placement for customer Premises Equipment, Claims & Refunds and Disputes & calling features
- Up-skilling of advisors to resolve all types of billing enquiries and complaints
- Efficient forecasting and scheduling methods in place

Billing Dispute Management:

- Blended Campaign managing Billing Disputes
- Resolve Queries related to any amount that is billed and disputed by the customer
- Resolve Complaints related to time -related charges disputed by Customers

Repairs Billing:

HCL is involved in raising charges based on the scale of time that engineers spent in repair/ installation of phone lines, equipment etc. These charges would reflect in the Supplementary bills sent to customers.

HCL handles planned and unplanned services for Simple, Medium and Complex work types.

The bills raised depend on:

- Complexity of work type
- Skill set of the engineer
- Peak/ Non- peak period
- Time spent onsite
- Spare parts replaced
- Both Business and Retail Customers are serviced

Results

- In Billing help desk, productivity improvements have resulted in delivery of additional capacity of 1200 billing queries/ day across all Billing enquiry queues
- Expediting cash flows through up-selling
- Identification of delays to the Bill Processing System [Cash flows] and Process Redesign to minimize the Lead Time. This had directly resulted in a backlog reduction from over 3000 cases to 500 cases
- Process accuracy has increased to 95% and the number of discrepancies has been reduced

▶▶ About HCL

HCL Technologies Ltd. - BPO Services is a division of HCL Technologies Limited, a global technology and IT Company. The HCL group is a 31-year-old enterprise, with USD 4.8 billion revenue and 55,000 professionals who operate out of 18 countries. HCL BPO is one of the early players of Business Process

Outsourcing. With 38 customers (14 Fortune 500/11 Fortune Global 500), 150+ processes and over 11,800 professionals operating out of India and Northern Ireland, HCL BPO has strong domain knowledge and runs quality driven processes. The organization ranks 3rd in Highest Client Satisfaction for Business Process Outsourcing by Black Book of Outsourcing, 2007. HCL BPO is the largest BPO service provider in Northern Ireland and ranks 2nd in the Global Peer Group of BPO service providers (Benchmark Portal 2002). The organization runs the largest BPO telecom engagement in India. HCL's substantial Telecom BPO Practice – deploying over 6500 people across 40 processes and delivering from 14 centres in India and UK – providing significant support to some of the world's largest Telecom Companies – has the capacity and capability to run any process that could be outsourced by telecom service providers. HCL offers transaction processing support, contact management and Front-Office support services across the lines of business of telecommunication service providers like the traditional wireline, leading wireless/ mobile, Internet Service Providers (ISP) and Cable companies.