



**Engagement Advantage<sup>SM</sup> for Telecommunications Companies**  
An Integrated Approach to the Billing and Payments Life Cycle



# A Integrated Approach to the Billing and Payments Life Cycle



Engagement Advantage<sup>SM</sup> from Fiserv delivers an innovative approach to helping your business offer the billing and payment options your customers demand and drive greater engagement to help your business grow. All while helping you compete on the customer experience.

## Give Customers Options, Get Better Results

Your customers expect personalized experiences and convenient choices with every interaction. Meeting their diverse demands is anything but easy, however. To provide the experience consumers want – the experience that sets you apart from the competition – you need access to new technologies and expertise without adding excessive cost and complexity to your operations.

Engagement Advantage offers an integrated approach to your billing and payment strategy by supporting the presentment and payment channels, methods and services your customers want, along with the back office reconciliation process you need. This helps you accelerate the transition from paper to digital communications while driving faster collections and improving the customer experience. We provide a wide range of capabilities to help you manage your business more efficiently and enhance your brand.

And by partnering with Fiserv, you're leveraging one of the largest, most trusted electronic bill delivery and payments networks in the industry. With more than 370 million e-bills delivered, we give you access to the largest e-bill network with exclusive access to thousands of banks for paperless e-bill delivery.

## Meet Individual Preferences

Fiserv helps you deliver billing and payment choices that fit the way your customers live and work. By meeting the need for convenience, our solutions enable you to:

- Provide bills and communications to customers' preferred delivery channels
- Let customers choose debit, credit, Automated Clearing House (ACH), check or even cash at thousands of walk-in locations
- Achieve consistent brand and user experiences across all delivery and payment channels
- Enhance and extend your online and mobile bill pay options
- Drive faster payments and increased satisfaction through automated alerts, notifications and messaging

## Improve Engagement and Retention

Fiserv puts you in control of messaging with the ability to create targeted communications that attract and engage customers.

- Use our intuitive self-service portal to personalize bills and other communications
- Send the right communication to the right person through the right channel
- Turn each customer touchpoint into an opportunity to reinforce your brand
- Improve satisfaction with education and service messages
- Provide relevant information about new offerings and incentives through the channel your customers choose – paper or digital



## Streamline Operations and Reduce Costs

For many telecommunications companies, the evolution of new bill delivery and payment options has led to multiple vendor relationships. Managing these relationships is resource intensive, increases risk and can lead to fragmented customer experiences.

Engagement Advantage delivers a streamlined approach that simplifies the billing and payment life cycle – letting

you focus on meeting customer needs. Our approach is designed to offer a modern digital experience that delivers anytime, anywhere billing and payment options along with a more efficient reconciliation process. Telecommunications providers have been relying on Fiserv solutions and expertise for more than 30 years to reduce costs, enhance security, drive revenue and increase customer satisfaction.

## Engage customers across channels

**1** AMOUNT DUE: \$273.78  
Date Due: 12/31/18

**Account Summary**

Previous Balance	236.98
Payment Received 11/20/18	236.98
Service charges from 10/01/18 to 11/01/18 (32 days)	
Wireless Access for Smartphone 4G LTE	88.00
ConnectTV Number 1234567	
Ultimate Package	92.00
LiveConnect	62.99
Taxes and fees	30.79
<b>Total Amount Due</b>	<b>273.78</b>

**2** Discover The Benefits of Paperless Billing

**3** Never Miss A Due Date Again!

Account Number: 00001-00003  
Invoice Number: 012345  
Customer Name: John Q. Sample  
Service Address: 123 Anystreet  
Anytown, ST 00000-0000  
Statement Cycle: 10/01/18 to 11/01/18 (32 days)

1-800-555-4321  
myConnectivity.com  
5875 North Lindbergh Blvd  
Hazelwood, MO 63042

Account Number: 00001-00003  
Invoice Number: 012345  
Statement Cycle: 10/01/18 to 11/01/18 (32 days)

AMOUNT DUE: \$273.78  
Date Due: 12/31/18

JOHN Q. SAMPLE  
123 ANYSTREET  
ANYTOWN, ST 00000-0000

50600000 0039730700004 000000047060 000000337071



- 1** Color and well-designed layouts help drive impact and reinforce your brand
- 2** Targeted messaging can change customer behavior
- 3** Messages and images can be dynamically personalized within the document through easy, rules-based logic

# Prepare, Present, Pay and Protect: An Integrated Approach



Our integrated approach streamlines and enhances bill preparation, presentment, payments and protects customer and business data.



## Strength in the Power of One

Through Engagement Advantage, Fiserv provides an integrated billing, payment and reconciliation offering that accelerates revenue collection, improves the customer experience and reduces costs. We can manage your entire billing and payment life cycle – or any part of it you choose – freeing you up to focus on your core business.

- Reduce costs, resource requirements and complexity by trusting one partner to manage the billing life cycle
- Simplify and standardize workflows, reporting and management of billing and communications
- Reduce process integration time and complexity
- Provide data one time for billing preparation, presentment, payment and protection
- Enjoy easy, configurable setup of powerful administrative tools and online reporting
- Control messaging and reduce IT support with our self-service portal

## Connect With Us

For more information about Engagement Advantage, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com](http://www.fiserv.com).

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