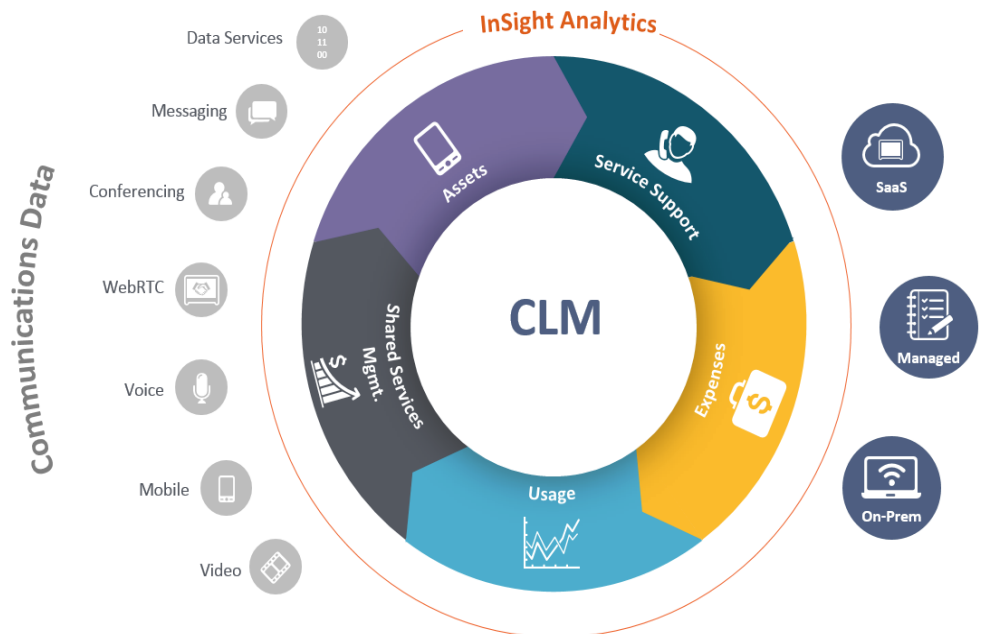




Chargeback

Business Challenges

Industry analysts have reported that an average business spends between \$1.50 and \$2.00 per transaction on the labor and materials to send and process a traditional financial report or accommodate a specific financial inquiry. The material costs can include paper, printing, processing, email and file storage. In some cases postage costs can create a substantial burden on labor and operational costs for the corporate IT Shared Service operations.



IT Shared Service operations

incur additional indirect costs including financing receivables and servicing customer inquiries about their charges, services and assets. Savings from implementing a solution that supports secure electronic billing presentment and payment (EBPP) along with financial reporting and dynamic “what if” analytics can reach \$1.90 per transaction when all aspects of customer engagement, financial reporting and ad hoc inquiries are managed within the integrated platform. Considering that a typical IT Shared Service operation can execute thousands of transactions, generating a similar number of financial inquiries, the accumulated 95 percent reduction in associated operational cost savings opportunities can be substantial.

IT Shared Service Centers are continually looking for ways to increase their revenue streams and reduce operational costs while simultaneously expanding an array of digital services. Unified digital communication services now encompass voice, mobile, video, conferencing, messaging, social media and WebRTC. Many organizations have adopted the Shared Service support and delivery model to create a more efficient unified operating model. A universal services delivery framework allows for procurement of services at wholesale rates and allocation of costs to recover operational revenues through efficient automated chargeback and billing models. Secure, on-demand EBPP and dynamic analytics can significantly reduce operational costs and improve value perception by providing more in-depth financial information whenever and wherever users require it.



OBTAIN A UNIFIED BUSINESS VIEW OF SERVICE ASSIGNMENTS, COSTS AND SUPPORT ACTIVITIES

AUTOMATE RECOVERY AND CHARGE OPERATIONS

GAIN ACTIONABLE INTELLIGENCE FOR PLANNING, POLICY ENFORCEMENT, AND OPTIMIZATION THROUGH ANALYTICS

TRACK THE COST LIFECYCLE OF SUPPORT OPERATIONS FROM REQUEST TO RESOLUTION

Solution

Calero's chargeback management capabilities allow your IT Shared Service customers to conveniently access billing and financial information and remit payments using a web browser. Chargeback supports automated system-to-system transactions with general ledger financial systems and third-party collection agencies, and alleviates the labor costs and time associated with the creation and distribution of bills and reports along with the staffing required to support direct customer engagements. Chargeback manages dynamic chargebacks, credits, and billing and payment processes for all types of digital services along with all aspects of IT service support and delivery. Chargeback provides a flexible, efficient and cost-effective means to:

- Facilitate multiple types of electronic billing and automated payment models.
- Allow sites that don't charge back to provide secure access to financial reports and powerful interactive analytics to track assigned services and assets and to understand the true technology costs to support their business.
- Enable self-service anywhere/anytime inquiries about accumulated costs and current ownership of services and assets.
- Institute credit limits to automatically shut down access to services.

- Accommodate flexible rate structures and billing periods for different customer groups and service types.

Electronic Billing

Calero's web-based EBPP ensures security, efficiency and accuracy, automating the lifecycle of chargebacks and payments. The primary advantage of electronic billing over traditional means is that it eliminates resource requirements while accommodating unplanned ad hoc inquiries on demand. Chargeback will consolidate and present all the recurring, nonrecurring and usage charges into a custom online billing presentation. Charges can be accumulated by an individual billed entity and sent to a third-party billing and collection system. Three types of billing and chargeback paradigms are supported by Calero:

1. Billing Receivable – A third-party agent receives an electronic file of aggregated individual charges to manage the remittance of payments on behalf of the Shared Service agency. The third-party agency assumes full responsibility for managing collections and tracking receivables. The Shared Service agency receives a lump sum payment from the collection agency.
2. Accounts Receivable – The Shared Service Center is the exclusive billing agency and takes full financial responsibility for bill presentation and collections.
3. Administrative – Charges are collected by an administrative organization and sent to an enterprise general ledger system to automatically

debit client agency accounts receiving services and credit the chart of accounts related to each specific Shared Service support and delivery team.

Chargeback helps improve customer satisfaction by providing a range of financial reports that can be customized to support specific business requirements. Some examples of financial reports that help improve the value perception of the service delivery team are:

- On-demand, individual status reports.
- On-demand billing for individuals and contractors leaving the organization.
- Multiple tiers of administrative billing presentation with drill-down capabilities.
- Dynamic, multidimensional ad hoc perspectives of charges to quickly review usage analytics, billing trends or consumption costs by any combination of agency, individual, service type, vendor, contracted billing code, equipment type, location or other criterion.

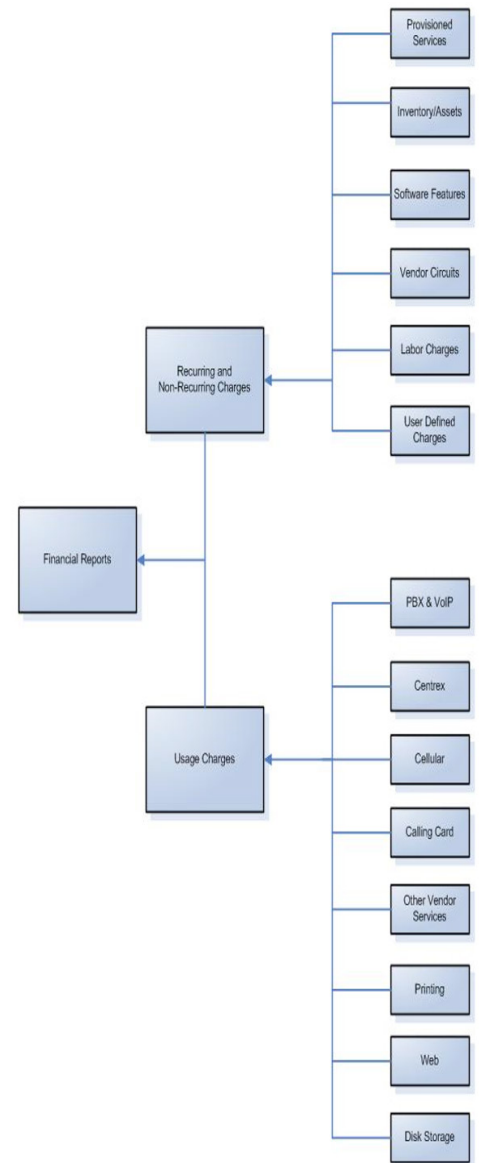
Additional automation can be achieved by configuring the job scheduler to automatically execute monitoring and billing cycles. Chargeback is an attractive solution for IT Shared Service Centers that need the intelligent insight necessary to make smart decisions

that reduce operational costs and improve productivity.

Automated Governance

Chargeback eliminates the human interaction required to monitor and take corrective action against delinquent and inactive accounts. Chargeback interfaces directly with the other functions included in the Calero suite. Some examples of how the job scheduler can establish better automated financial control include:

- Using credit limits to automatically deactivate use of a digital service.
- Taking corrective recovery actions on individual customer accounts based on automated feeds from Human Resources or a student information system.
- Leveraging deposits to alleviate the liabilities of customers that leave without making final payments.
- Using reports and dynamic dashboards to monitor trends and model “what ifs” in support of taking proactive measures.
- Automatically removing charges resulting from disconnections or modification to service configurations.
- Automating the massive activations and deactivations associated with academic terms.
- Automatically increasing or discounting services based on contracted line items.



Flexible Billing Opportunities

Calero supports unlimited numbers and types of usage data feeds and fees, recurring and nonrecurring charges, and credits for all services and SLAs. Each assigned recurring fee can change on a different schedule.



CALERO MANAGES SEVERAL BILLION DOLLARS IN COMPLEX CUSTOMER BILLING ACTIVITIES ANNUALLY.

CALERO'S SHARED SERVICE CENTER CUSTOMERS MANAGE MONTHLY BILLING OPERATIONS RANGING FROM \$100,000 TO \$25,000,000.

For example, a typical "IT standard service" may include the following schedule for recurring fees:

- Office 365 (recur annually for \$180.00)
- SLA charge (recur monthly for \$22.50)
- IaaS billing (recur monthly for \$19.95)
- Email account (recur quarterly for \$15.00)
- Voice services (recur monthly for \$9.95)
- Mobile services (recur monthly for \$49.50)
- Roaming services (recur monthly for \$4.50)

Calero provides a powerful set of business rules to support virtually any combination and variation of chargeback scenarios. Some examples of how business rules can be configured include:

- Prorating charges to bill only for the time frame services are actually used.
- Automatic resolution of customer-specific rate structures per assigned charge.
- Advance billing to secure funds for all services.
- Applying a credit to resolve a disputed charge against several previous billing cycles.
- Recovering fees in a more convenient way over multiple billing cycles for services that were not correctly billed.
- Configuring recurring charges to bill every month, for specific months, quarterly, semiannually or annually.
- Flexible descriptions that can be configured to clearly define the purpose of credit or other adjustments.
- Flexible amounts by organizational group to enable efficient multipurposing of specific billing codes for managing credits and adjustments.
- Automated rate updates to all assigned charges from a master rate table window.
- Grandfathering of protected pricing agreements to accommodate specific SLAs.
- Designating revenue accounts for each specific type of service charge.
- Automated and scheduled reassignment of charges between general ledger accounts.



ABOUT CALERO
CALERO PROVIDES
ENTERPRISE
COMMUNICATIONS
MANAGEMENT
SOLUTIONS TO
THOUSANDS OF
CUSTOMERS IN
THE UNITED STATES
AND MORE THAN 40
COUNTRIES WORLDWIDE,
INCLUDING FORTUNE
1000 CORPORATIONS,
UNIVERSITIES, AND
GOVERNMENT
AGENCIES. CALERO IS
HEADQUARTERED IN
ROCHESTER, NY, WITH
ADDITIONAL OFFICES
IN GEORGIA, OHIO, AND
TENNESSEE.

Ask your Calero Solutions Consultant to demonstrate how customers are leveraging the Chargeback capabilities of Shared Service Management to:

- Allow customers to view their billing statements online wherever and whenever they desire.
- Provide an array of value-added dynamic analytics that enable customers to analyze all types of financial information and utilization statistics.
- Customize financial and billing statements to meet specific reporting and presentation requirements.
- Export customized financial transactions that can be uploaded to your general ledger and/or billing receivable systems.

Communications Lifecycle Suite Review

Chargeback is only one component of the entire communications lifecycle suite of solutions. To fully comprehend usage, savings and compliance Calero's CLM suite provides the visibility and control needed to successfully manage telecommunications and its growing demands. From streamlined processes to customized analytics, the organization will experience unparalleled efficiency. The complete suite includes:

- Asset Management
- Expense Management
- Usage Management
- Mobility Managed Services
- Shared Services Management - Chargeback
- Services Management - Service Desk