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GLOBAL NETWORK SOLUTIONS

Americas17
WeDo Technologies User Group

October 20th Miami

E-Billing B2B Best Practices

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saphetybill
Electronic Bill Presentment

Agenda

1 About us

2 Challenges

3 Our Solution

4 Oi Presentation

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About Us

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1 About Us

At Saphety, we help businesses, companies and corporations on the exchange and alignment of business information.

We develop, implement and support our own solutions with one goal in mind, launch to the market innovative and state of the art technology that add value to our customers, partners and associates.

Our solutions enable companies to **increase efficiency** by reducing costs, saving time, **improving transparency**, **optimizing working capital** and **maximizing the agility of its finance operations**.

Keeping process simple and speeding up business

saphety.com

EDI & Electronic Invoicing	Dematerialization of the invoicing process, from the purchase order until the invoice issuance and exchange between trading partners
Electronic Bill Presentment	Billing presentment, analysis and costs management solution provided to large invoice issuers and their customers.
Electronic Procurement	Electronic platforms that allow the dematerialization of the purchase process, since it works from early need aggregation to the invoices emission to both Public Entities and Private Sector.
Data Synchronization	Data synchronization solution provides customers with a flexible catalogue for data and media synchronization with trading partners, following the GS1 standards

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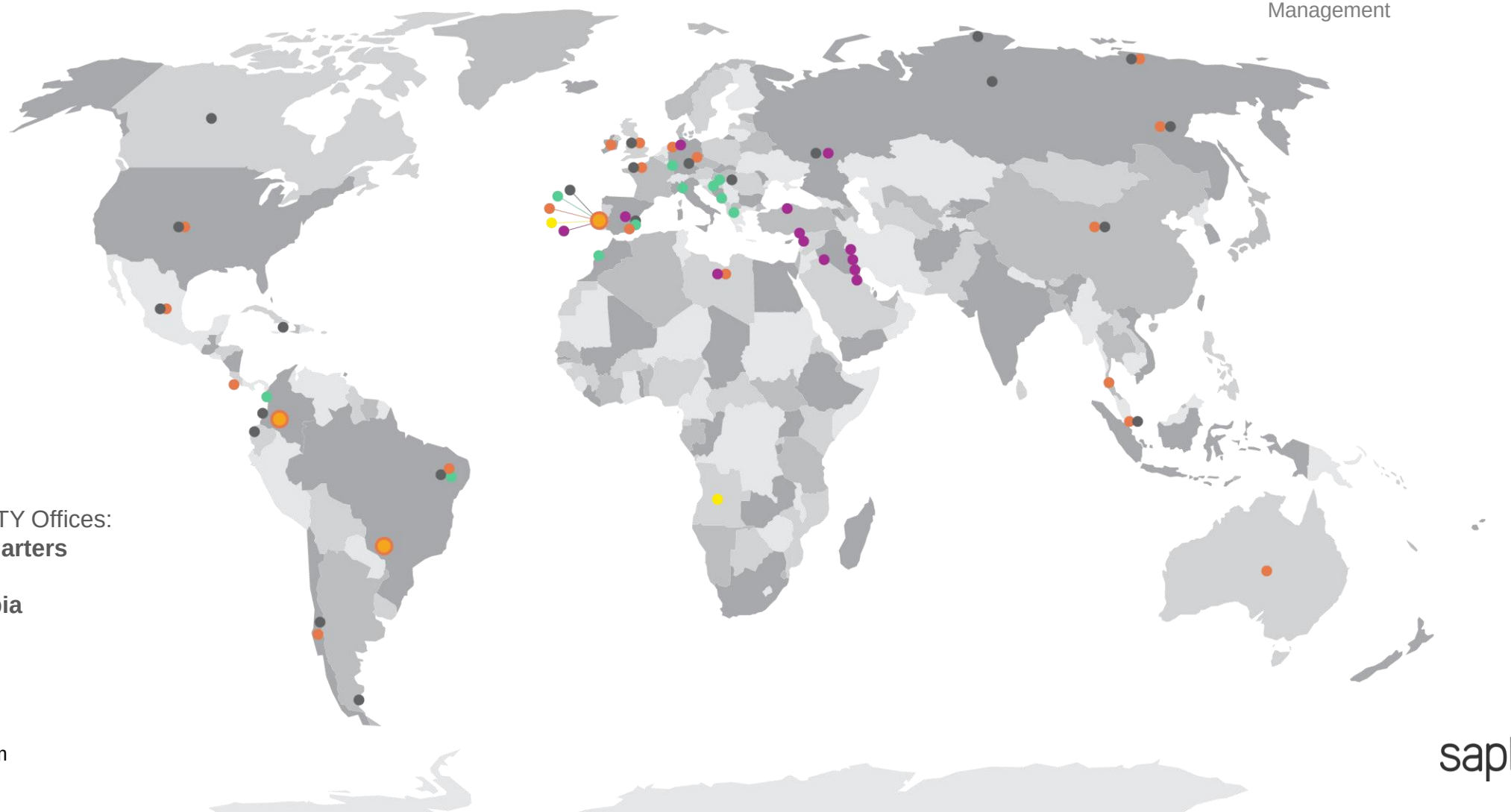
1 About Us

- SONAE MC — Food Retail
- SONAE SR — Specialized Retail
- SONAE RP — Retail Properties
- SONAE FS — Financial Services
- SONAE IM — Investment Management
- SONAE SIERRA — Centres Management
- NOS — Telco



- SAPHETY Offices:
  Headquarters
  Brazil
  Colombia

2

Challenges

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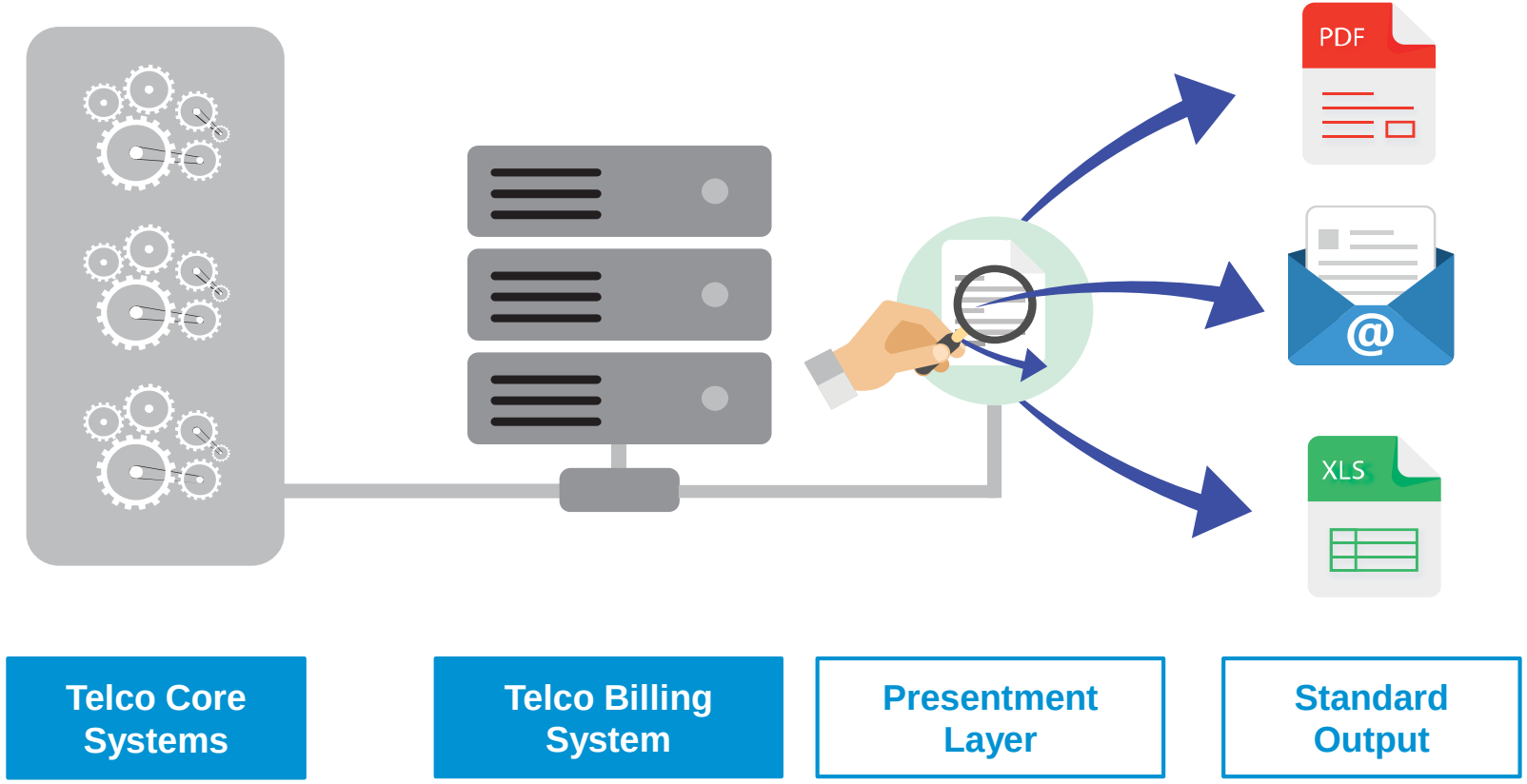
2 Challenges

As-is scenario on Telco Operators when addressing e-billing presentment to customers



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2 Challenges

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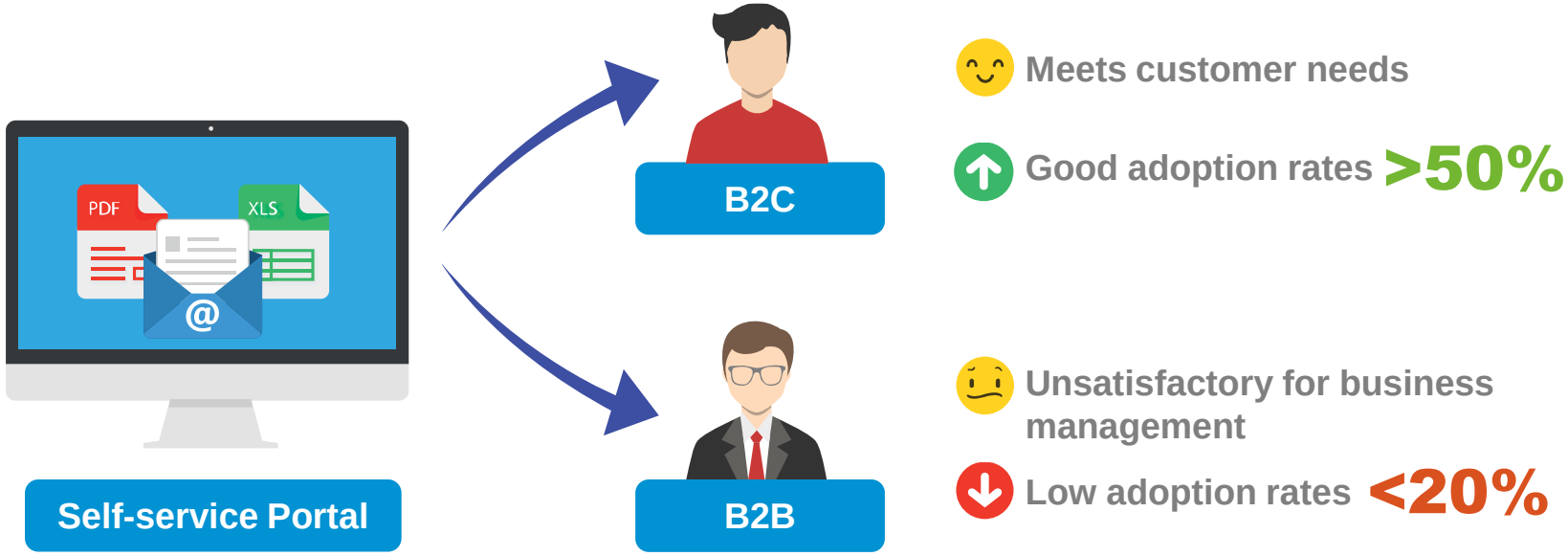

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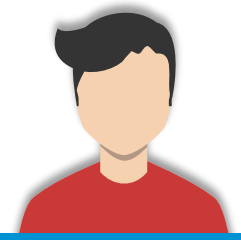
2 The situation

Corporate customers have special requirements that are not being addressed by Telcos



CORPORATE CUSTOMERS

TELCOS

Document Presentment Multiple invoice formats (PDF, XLS, XML...) and internal formats.	Internal Telco resources are developing specific formats for specific customers.
Integration Integration of the invoice with internal ERP systems.	No solution. Case by case development.
Cost Alocation Split the invoice by cost center, employee, region, project, etc.	No solution. Corporate Customers are hiring external companies to develop solutions.
Reports Billing data monitoring to support the analysis of telecommunications expenditure on several key indicators.	No solution. Corporate Customers are hiring external companies to develop reports.

2 The EBP Effect

Invoice related costs still too high (customer support, printing and expedition costs, delay in payments, Invoice disputes.)

Paper Invoice - 2 USD

Electronic Invoice – 0,15 USD

Invoices disputes – 4%

Cost of a call – 5 USD

Cost reduction in printing and mail services, payment processing, customer support, reduction of DSO.

Telcos are looking for ways to differentiate themselves from competitors

Better service to customers and creation of new sales opportunities.

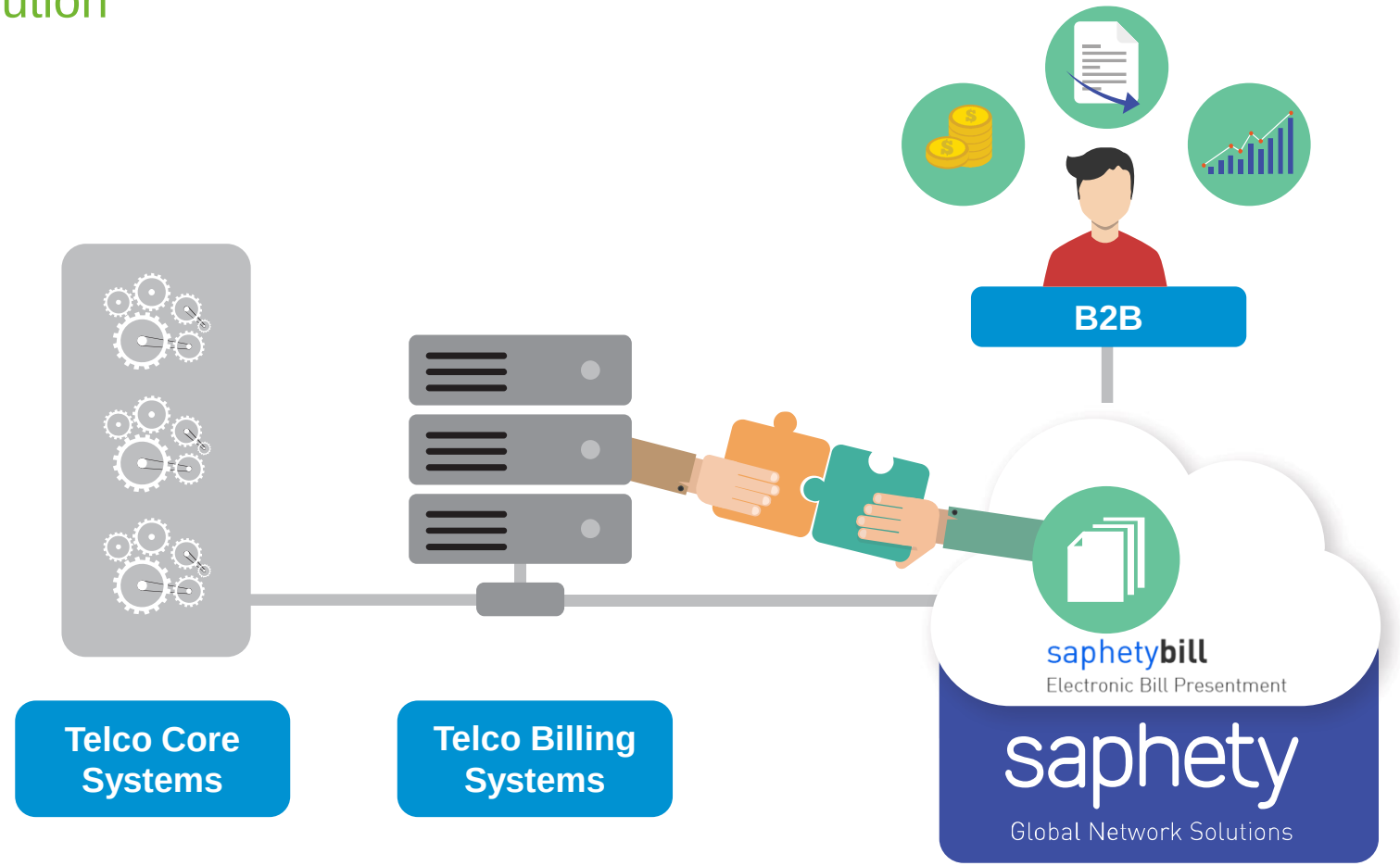
2

How to increase customer loyalty, provide new services and reduce overall costs with your **corporate** customers?

3

Our Solution

3 Our Solution



We plug our solution into TELCO billing systems

3 What we Offer

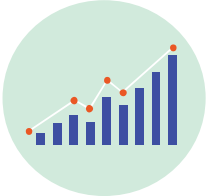
CORPORATE CUSTOMERS

Costs Management

Costs allocation according with the company business structures: cost centres, regions, employees.

Document Presentment

Multiple invoice formats to integrate with company systems and automate internal processes.



Reports

Billing data monitoring to support the analysis of telecommunications expenditure on several key indicators.

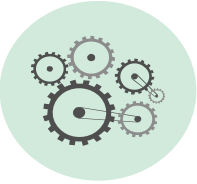
TELCOS

Costumer Enrolment and management

Manage B2B customers from creation till inactivation, synchronized with printing systems to hold back paper invoices.

Reports

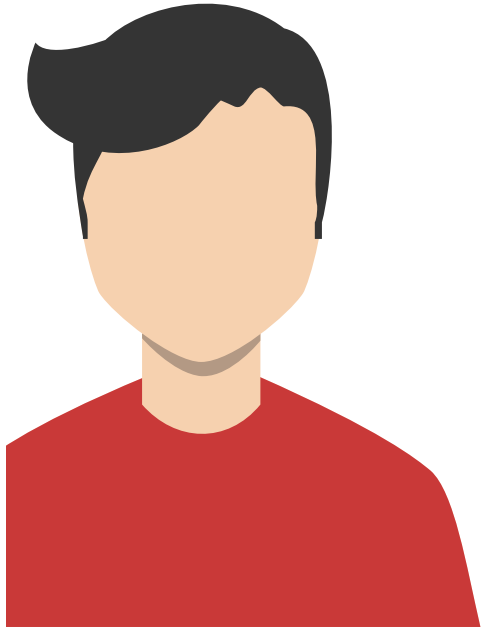
Cross-analysis of billing and customer data, by converging information from multiple data sources to improve customer retention & profitability.



Systems Integration

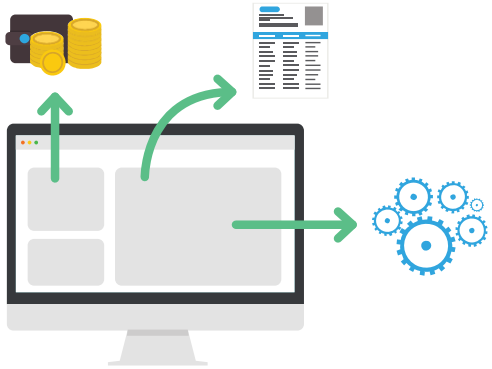
Capable to process high volumes of data without changes in telco billing life-cycles and systems.

3 SaphetyBill Features for B2B Customers



CORPORATE CUSTOMERS (B2B)

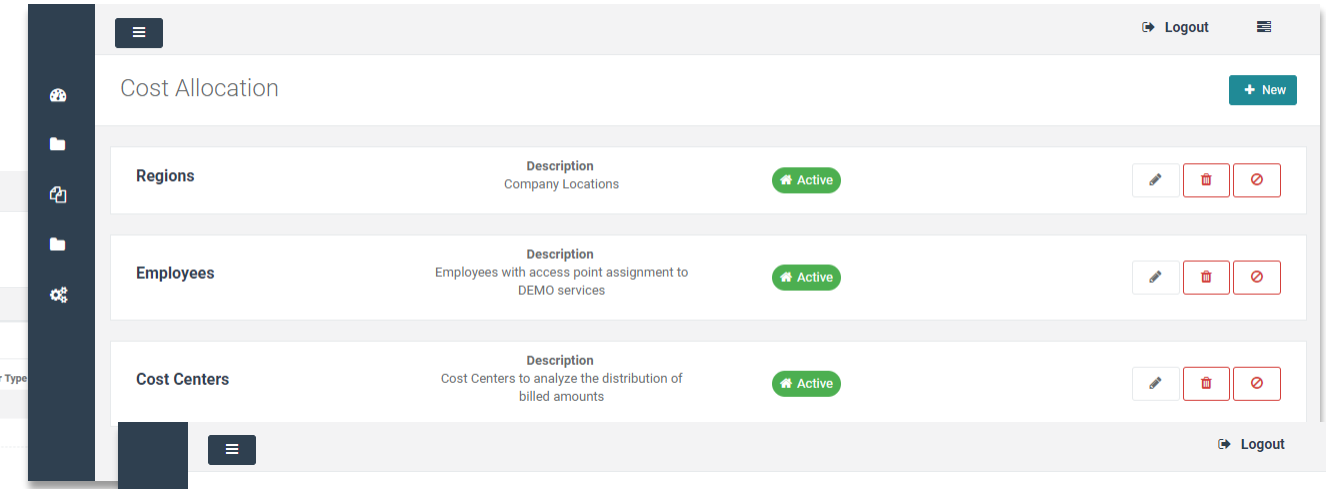
3 Costs Management

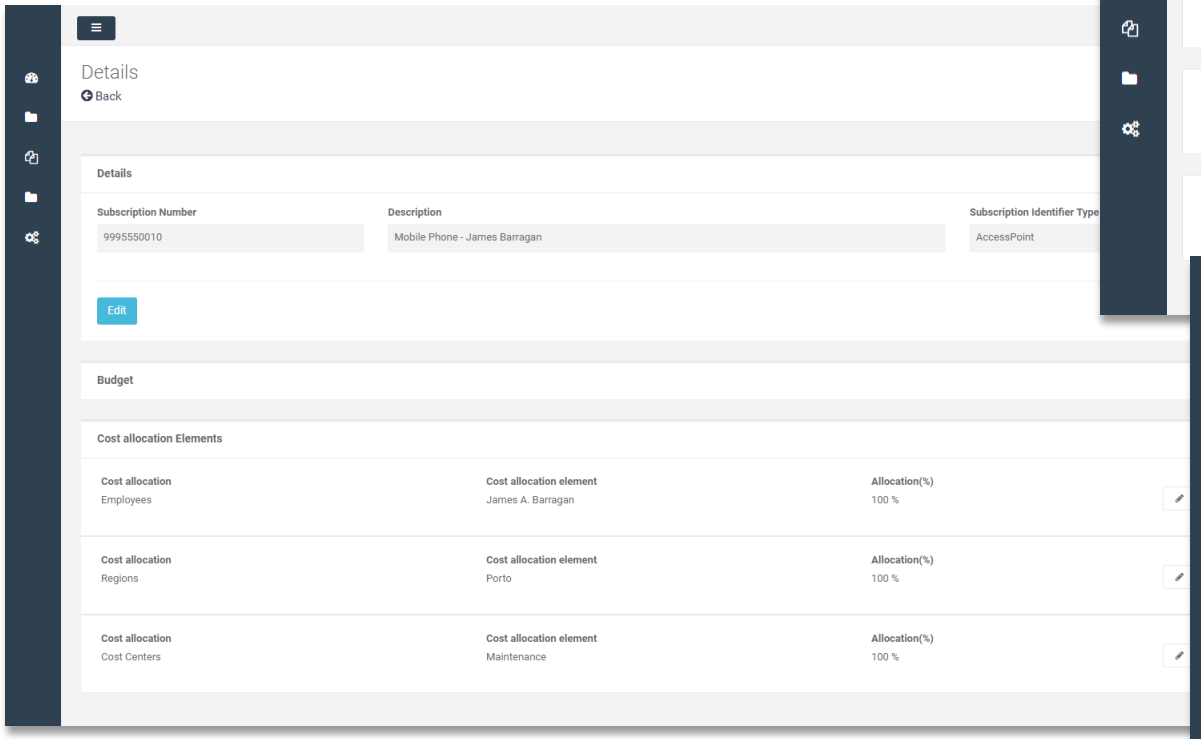


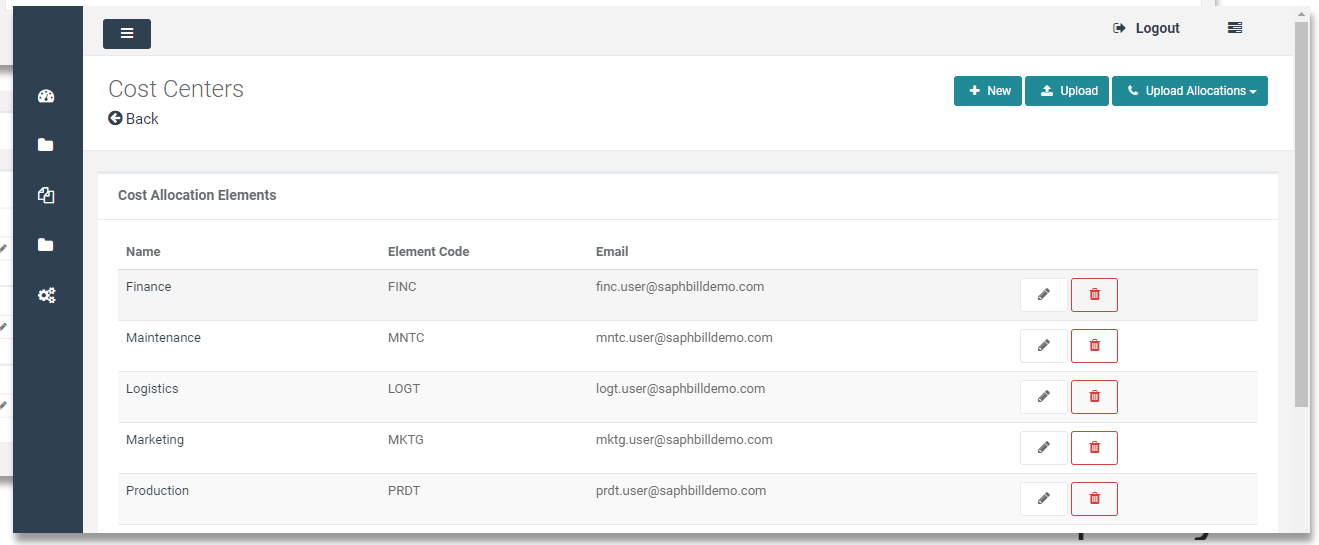
Cost Allocation Structures

Telco Customers can set up their own cost allocation structures, which will be match to invoice, based on the association to billed phone numbers, fixed line, internet lines… (Access Points)

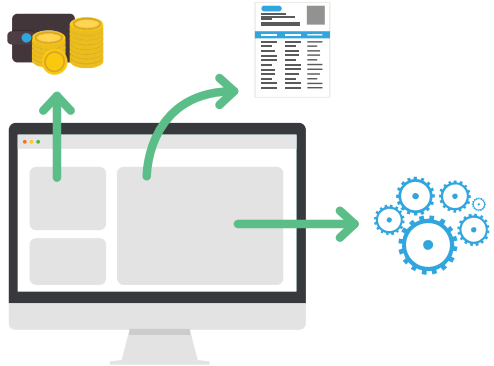
Examples of cost allocation structures: employees, cost centers, departments, projects, regions;







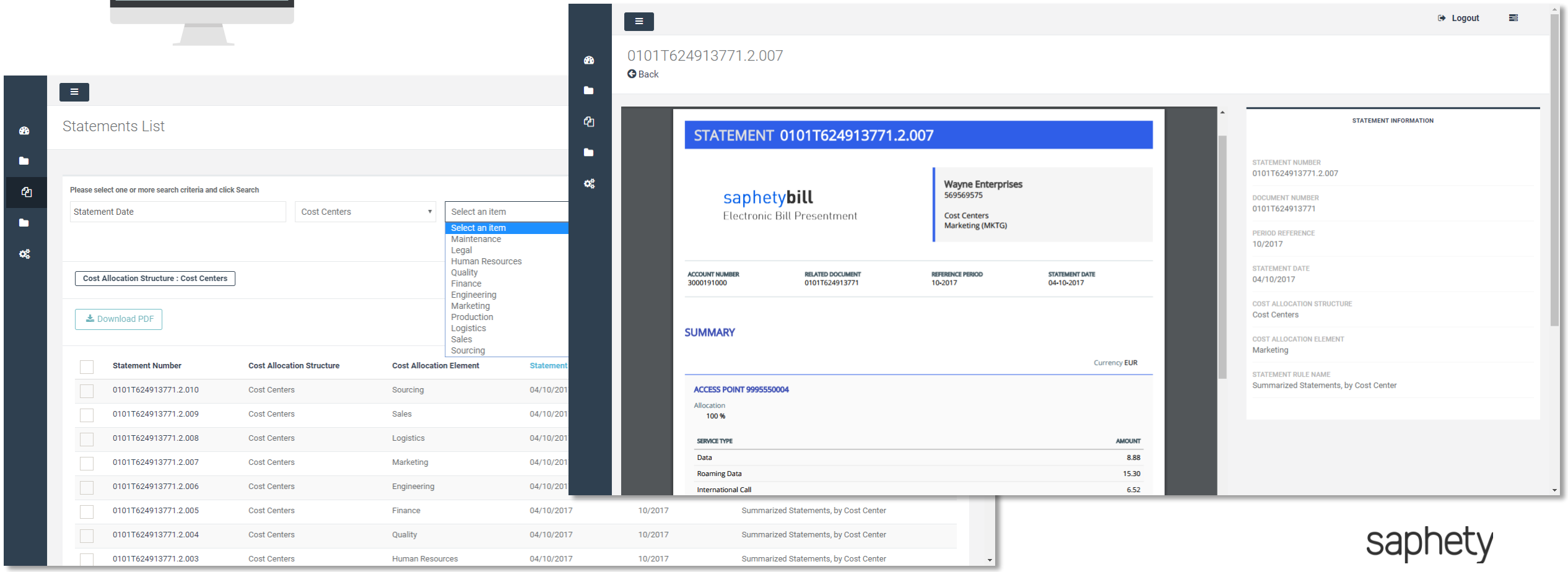
3 Costs Management



Statement Generation

Statements are informative documents, generated in SaphetyBill, based on Invoice data partition/splitt, according with a cost allocation structure. This documents can be delivered via email or in SaphetyBill portal.

Examples : Employee montlhy overbudget statement; MKT department detailed statement.



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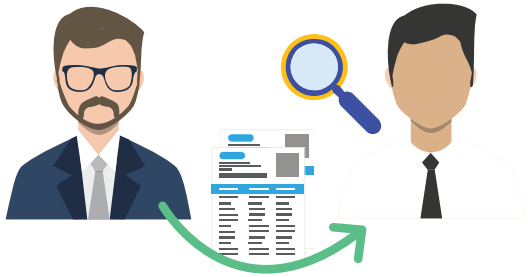
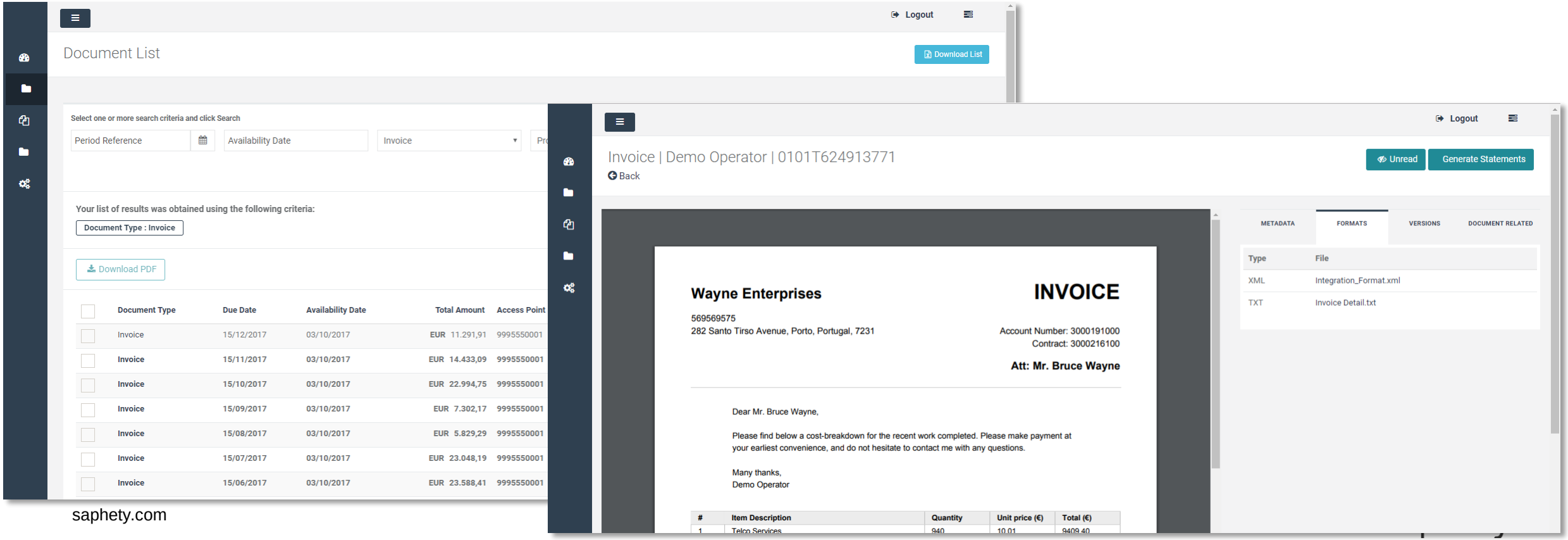
3 Document Presentment



Document Presentment

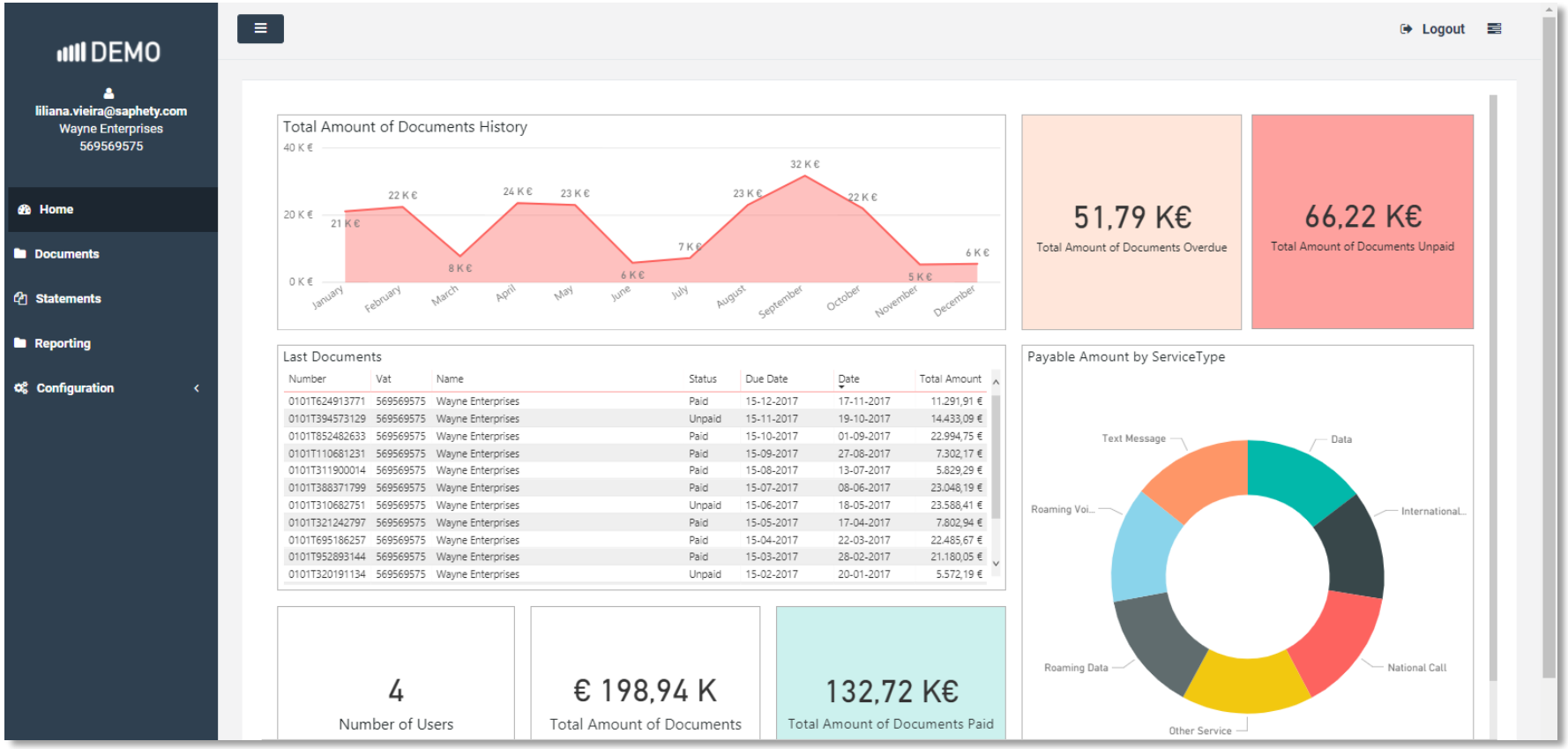
SaphetyBill can be used has an online document presentment solution, where Telco can deliver billing documents to all its customers. Documents can be delivered in multiple presentation models and formats



3 Reports

Reports

Complex billing data, merged & matched it with each customer cost allocation structures, is transformed in valuable business information, to support analyses and decision making. High comprehensible dashboards and reports, leveraging analytics approach, will give customers the resources to monitoring and control.



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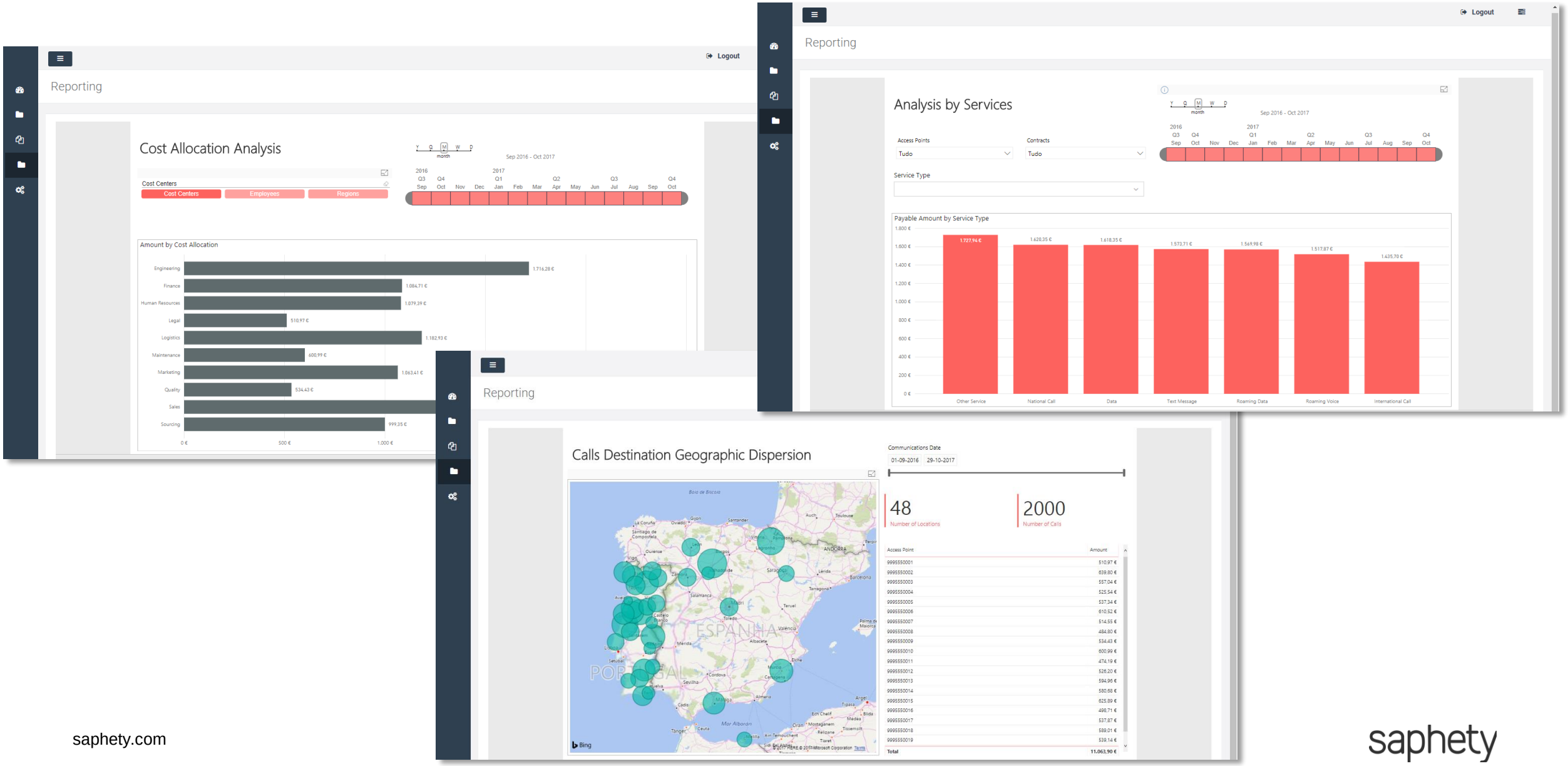
3 Reports



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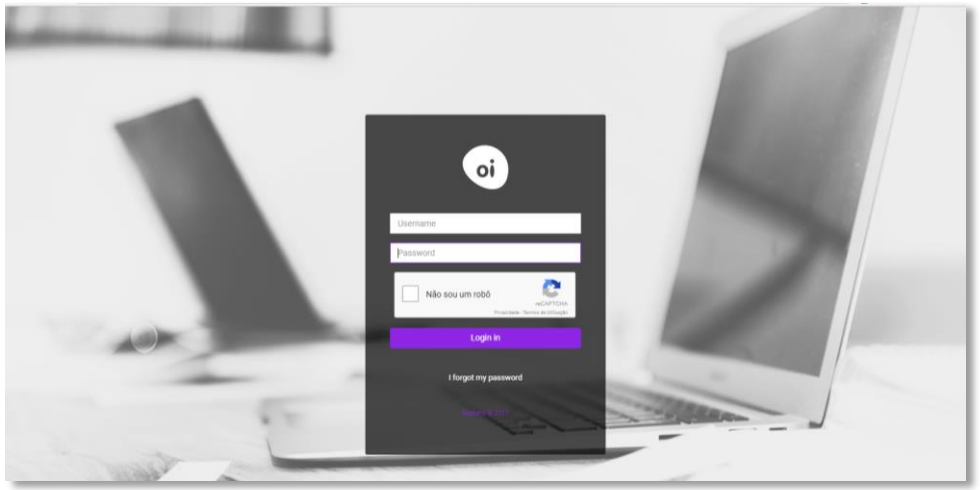
3 SaphetyBill Features for Telco

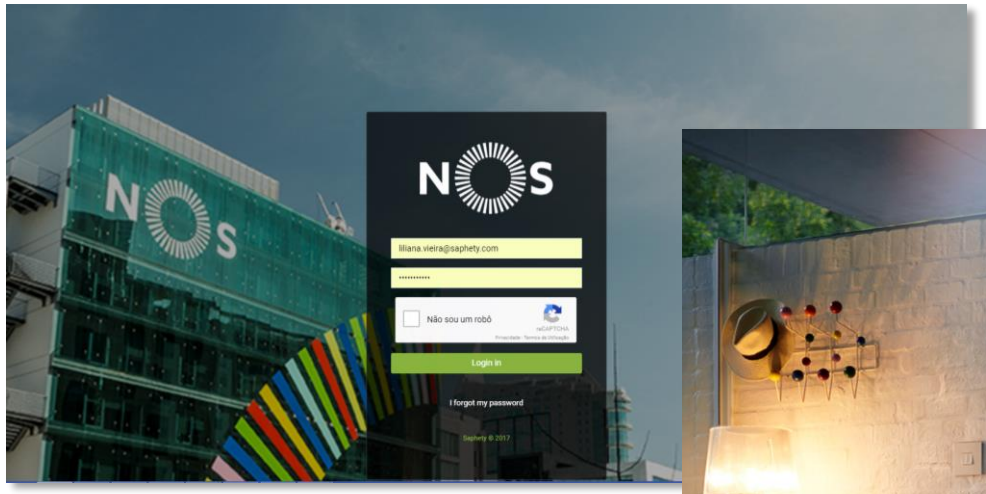
TELCO

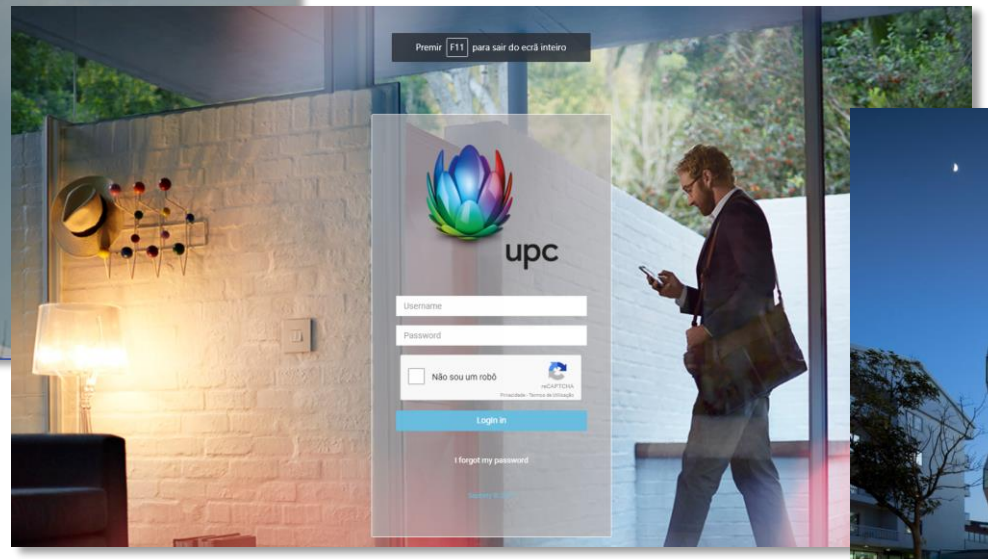
3 SaphetyBill Branded Portal

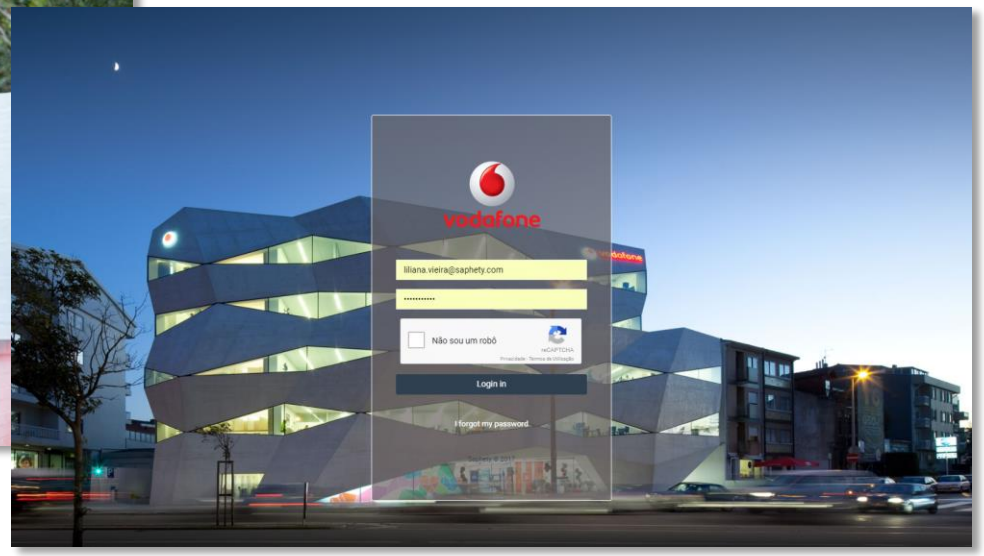
Branded Portal customizations examples

- Branding and Color scheme
- Web URL
- Login Page layout and background image





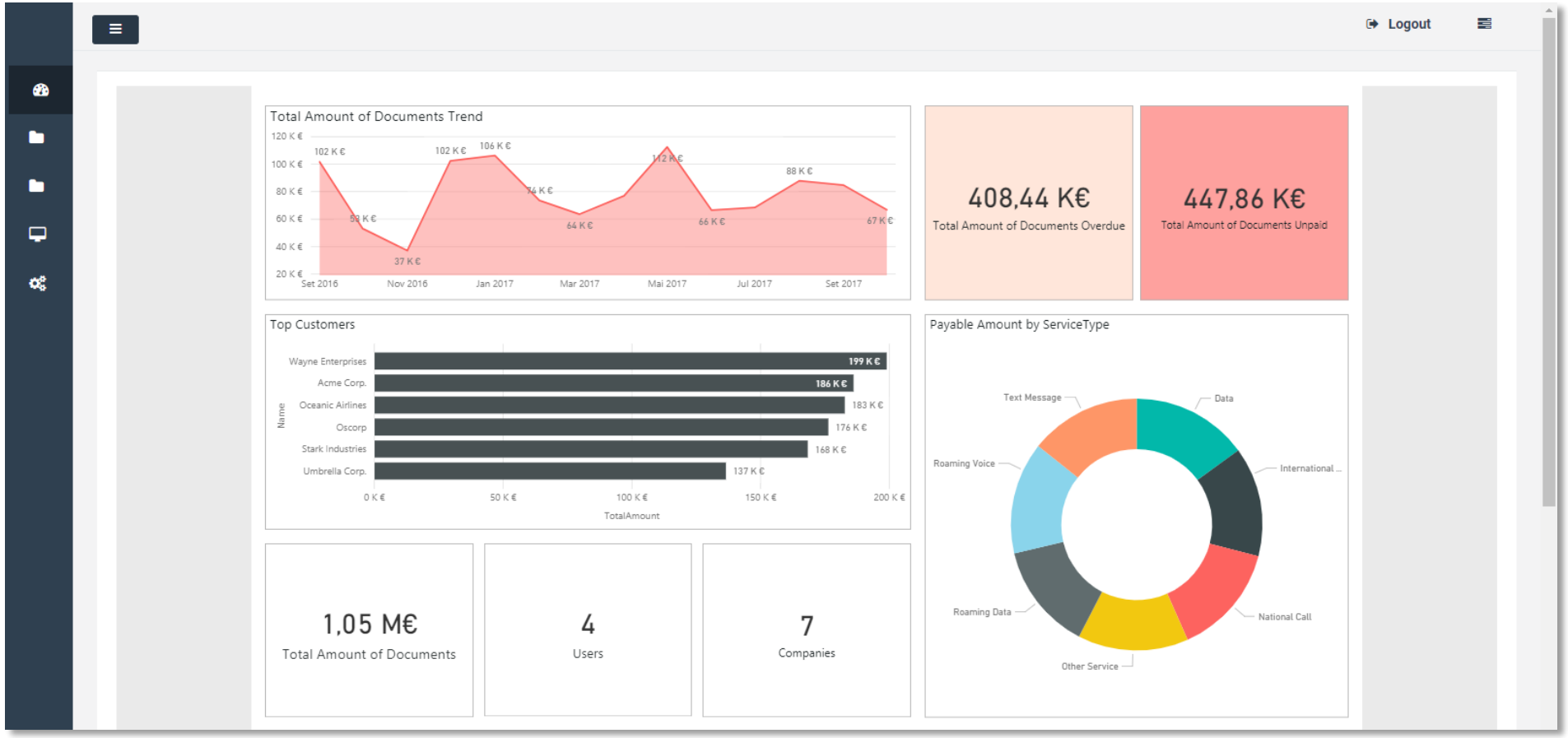




3 Reports

Reports

Complex billing and customer data is transformed in valuable business information, to support analyses and decision making. High comprehensible dashboards and reports, leveraging analytics approach, will give Telcos the resources to monitoring and control,



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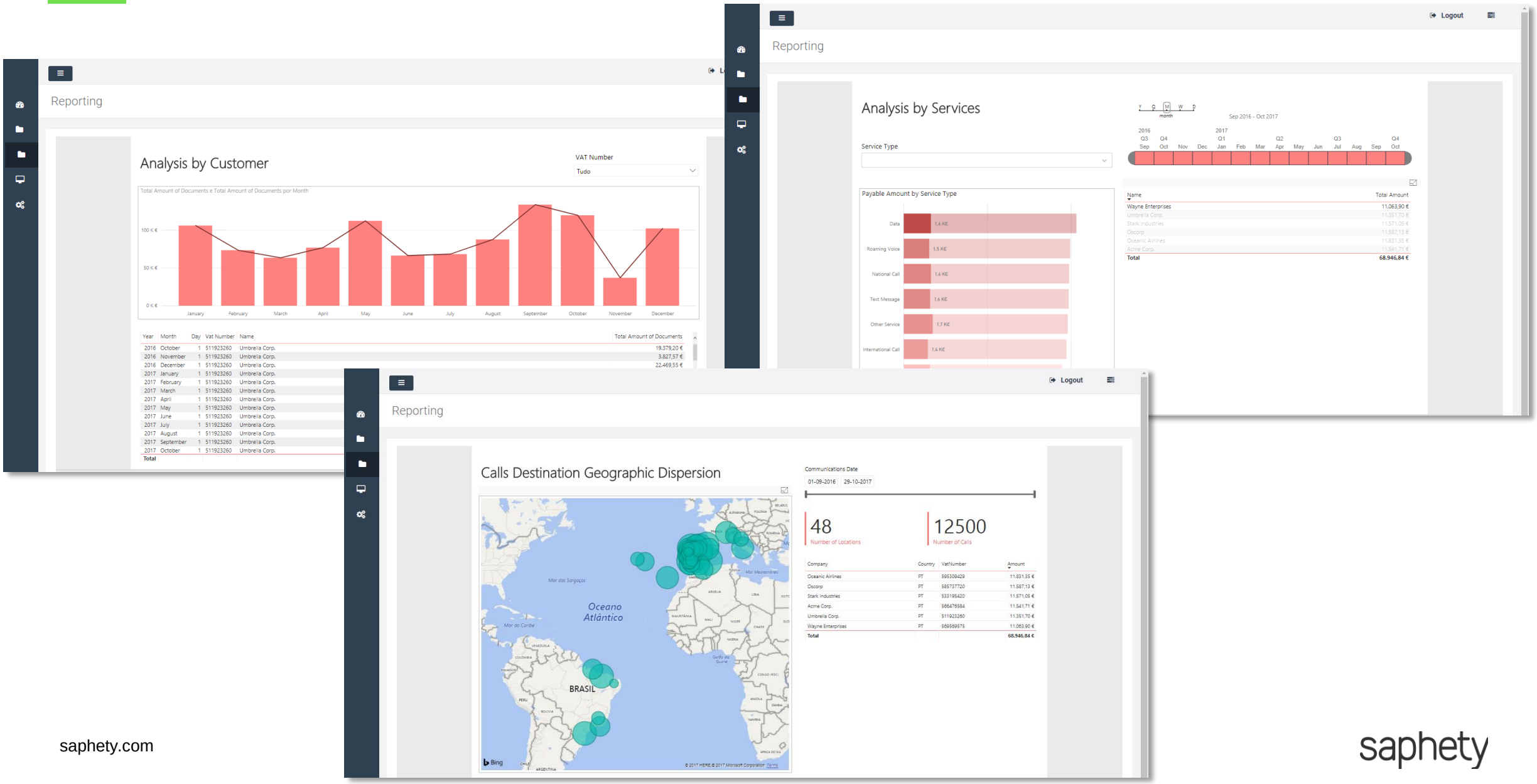
3 Reports



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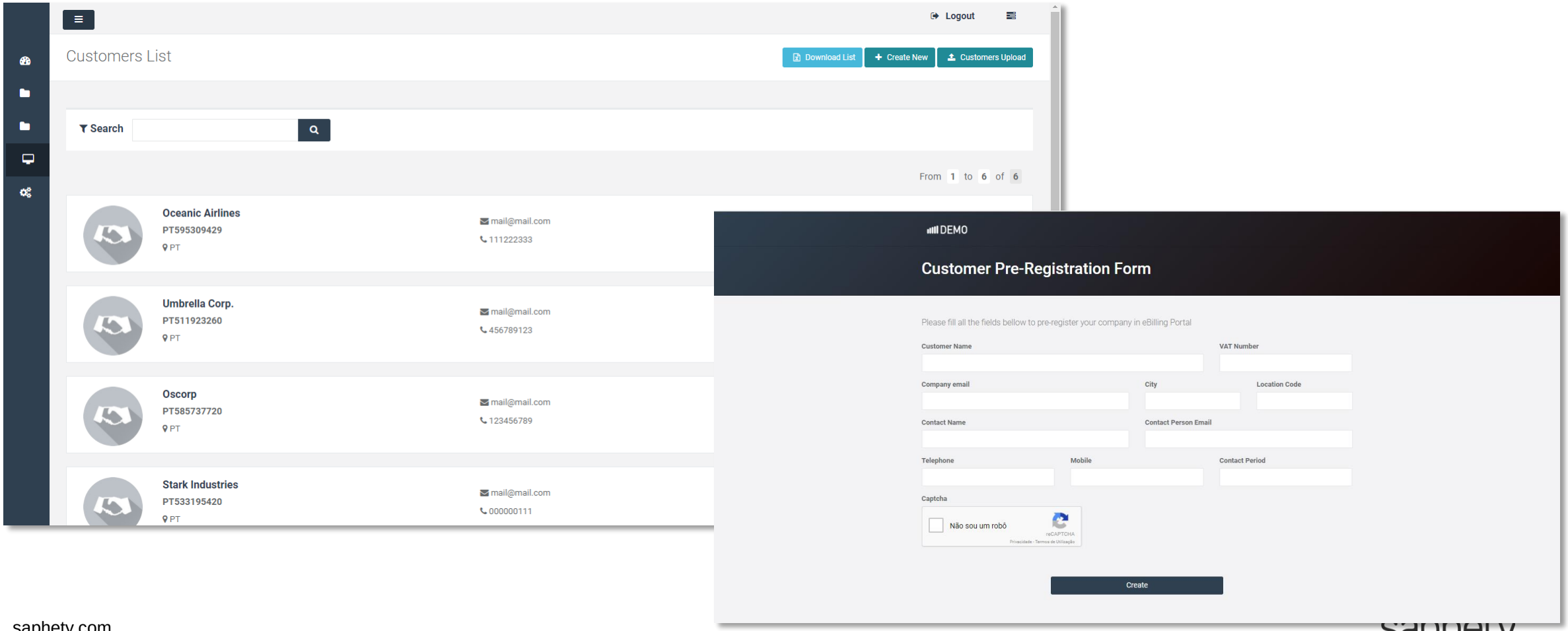
3 Customers Management

Customers Management

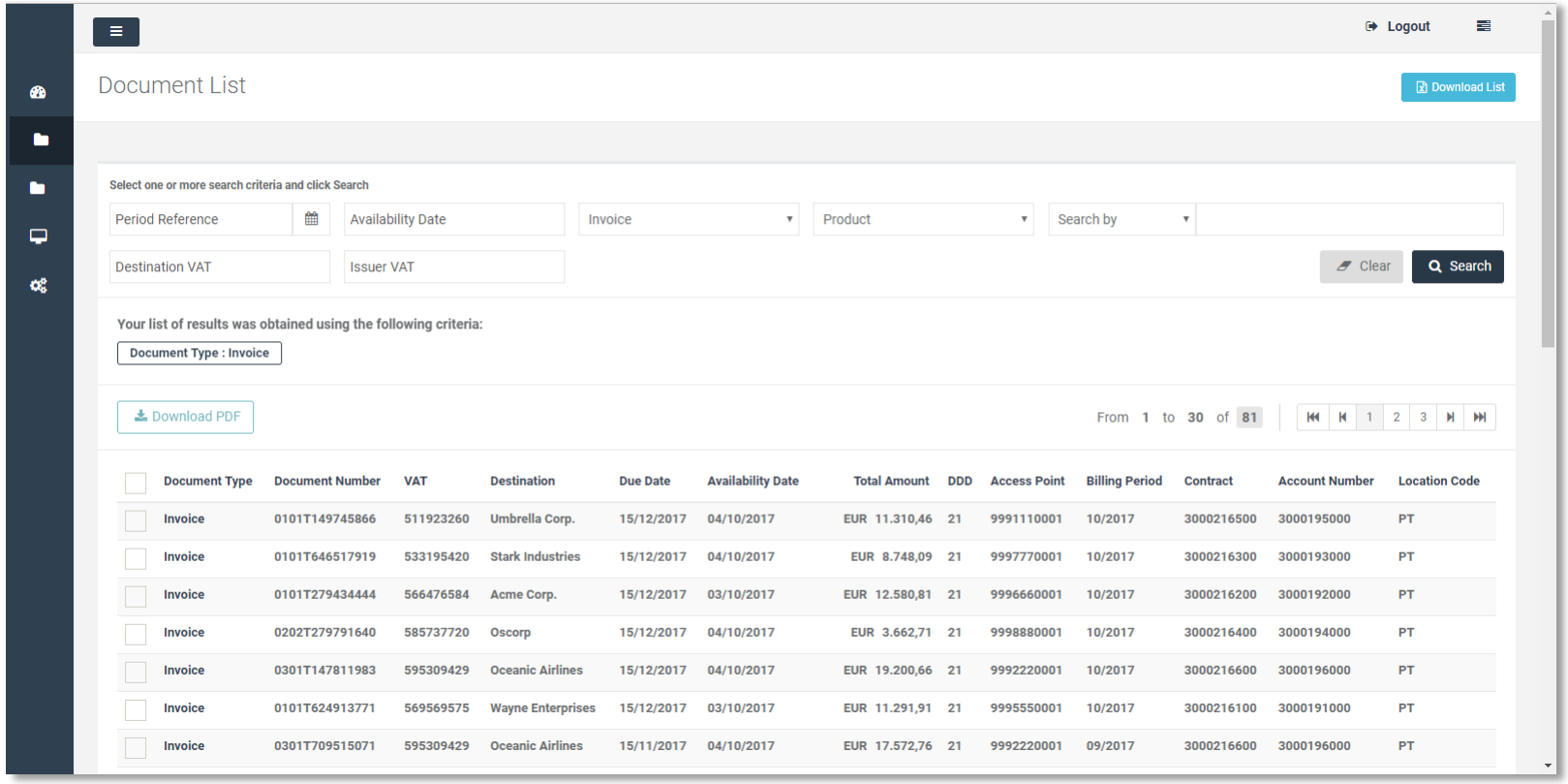
Telco can manage their customers enrollment, based on simple mechanisms of registration or invitation, according with its own strategy for customer adoption.



3 Document Presentment

All documents in a single solution

Use a single channel to present documents and complementary information, in multiple formats, regardless Telco corporate customer segment, supported by a centralized solution. Telco users have a holistic view of all documents issued to customers there are using the solution, regardell origin billing systems or product line.



Document Type	Document Number	VAT	Destination	Due Date	Availability Date	Total Amount	DDD	Access Point	Billing Period	Contract	Account Number	Location Code
Invoice	0101T149745866	511923260	Umbrella Corp.	15/12/2017	04/10/2017	EUR 11.310,46	21	9991110001	10/2017	3000216500	3000195000	PT
Invoice	0101T646517919	533195420	Stark Industries	15/12/2017	04/10/2017	EUR 8.748,09	21	9997770001	10/2017	3000216300	3000193000	PT
Invoice	0101T279434444	566476584	Acme Corp.	15/12/2017	03/10/2017	EUR 12.580,81	21	9996660001	10/2017	3000216200	3000192000	PT
Invoice	0202T279791640	585737720	Oscorp	15/12/2017	04/10/2017	EUR 3.662,71	21	9998880001	10/2017	3000216400	3000194000	PT
Invoice	0301T147811983	595309429	Oceanic Airlines	15/12/2017	04/10/2017	EUR 19.200,66	21	9992220001	10/2017	3000216600	3000196000	PT
Invoice	0101T624913771	569569575	Wayne Enterprises	15/12/2017	03/10/2017	EUR 11.291,91	21	9995550001	10/2017	3000216100	3000191000	PT
Invoice	0301T709515071	595309429	Oceanic Airlines	15/11/2017	04/10/2017	EUR 17.572,76	21	9992220001	09/2017	3000216600	3000196000	PT

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