



SMART
MOBILITY

SICE'S COMMERCIAL BACKOFFICE SW - BIS

SICE's Commercial Back Office Software platform (Billing and Invoicing System or BIS) is the commercial system component of SICE's comprehensive back office solution (OCBOS) offered for conventional Electronic Toll Collection (ETC), All Electronic Tolling (AET) & Open Road Tolling systems (ORT).

The BIS component of OCBOS has been developed as a result of specific tolling needs identified by SICE in previous implementations where other software applications were used. The main drivers of this product are:

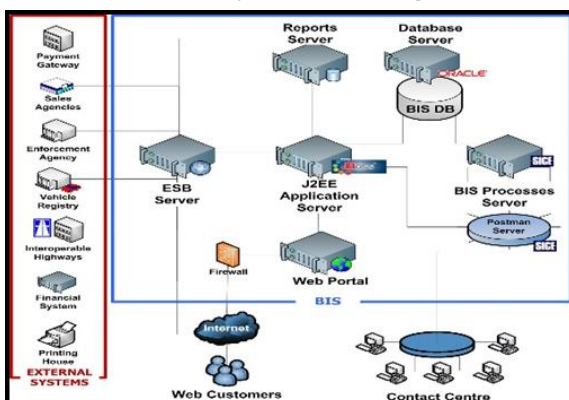
- To cover GAPS and eliminate components of other COTS ERP/CRM/BI solutions that are not specific to tolling.
- To bring a cost-effective, flexible and dedicated back office tolling solution easy to customize to each project specifics (tolling products, enforcement politics, interfaces, and roadside equipment).

SYSTEM DESCRIPTION

The BIS component of OCBOS platform is a modular software solution composed by different functional modules, each of them performing different functionalities regarding customer accounts management, and providing a comprehensive coverage of all functions required by an integral back office solution.

It can be integrated with either SICE's Tolling Operational Back Office System (TOS), or with any existing host system. It provides a comprehensive user interface that offers the ability to seamlessly access all the information stored and processed by the system, giving great levels of flexibility to SICE's integral back office solution. Hence, making the implementation / adaptation process to each project requirements a smooth procedure.

BIS hardware platform is based on a standard system's architecture for an easy business integration.



KEY FEATURES OF BIS

Some of the key features that the BIS solution provides are:

- Ability to configure and manage a wide variety of tolling products for each of the toll accounts created in the system.
- Supports different sources of billable events (e.g. fees, deductions, interoperable accounts).
- Online processing of customer's account movements (e.g. events billing, account top-ups).
- Multiple options for invoicing generation and processing (e.g. definition of groups per invoice, advanced scheduling, invoice simulation).
- Customer Relationship Management (claims or enquiries).
- Debtors and dunning management.
- Assets management (e.g. transponders, smart cards).
- Reconciliation of interoperable payments.
- Security management.
- Data Analysis, monitoring and reporting tools.
- Public and private web portal (for customers or agents operations).
- Multiconcessionaire, Multiprovider (Roadside Equipment) and Multiservice (e.g. tolling, parking).

BUSINESS TRANSACTIONS TRACEABILITY

BIS processes traceability of business transactions:

- Billing processing flow
- Debtors processing flow
- Invoicing processing flow

INTERFACES

Typical interface integration includes both; internal systems under the control of a tolling agency, as well as external.

BIS monitors all interfaces with internal and external systems.

Internal Systems

- Operational BackOffice Systems
- Contact center
- Call Center (with or without IVR)
- Asset warehouse

External Systems

- Mailing house
- Enforcement agencies
- Payment gateways
- Vehicles Licenses Plates Databases
- Interoperable entities
- Customers ERP

Designed for Fast Interfaces Development, key for an agile and cost-effective implementation of the solution and future improvements.

ADDITIONAL FUNCTIONALITIES

Provides invoicing details:

- Invoice number
- Invoicing period (start/end dates)
- Payment's due date
- Final toll rate amount (base&taxes)
- Discounts applied (if any)

Invoice generation for review (PDF & XML)

Allows direct access to image(s) review:



Billing & Tolling event details:

- Event type (e.g. pre/postpaid)
- Event status (e.g. invoiced/pending)
- Toll rate applied (base value)
- Discounts applied (if any)
- Vehicle information (e.g. class, plate number)

