



## BECAUSE BILLING SYSTEMS DON'T EXIST IN A VACUUM.

Whether deploying in the Cloud or on-premise, RESPEC has you covered. Our billing experts provide around-the-clock support for your billing system.

## BILLING MANAGED SERVICES

Selecting cloud solutions for back-office systems is a strategic move made by many companies. But these systems still require ongoing maintenance and support that often isn't included in the licensing agreements from software vendors. That's where RESPEC's monetization and billing experts come in. We provide support of Software as a Service (SaaS) and on-premise billing implementations to ensure that your revenue stays on track.

With consistent, predictable costs for our customers, we save you money; you don't need to hire in-house coverage that provides round-the-clock support and creates redundancy.

Our billing partners include entities such as Oracle BRM, Gotransverse, BillingPlatform, Keenan, and others.

### HASSLE-FREE CLOUD BILLING SYSTEMS

- // Complete billing system administration
- // Maintenance beyond limited licensing agreements
- // Cloud and on-premise support
- // Compliance and audit requests
- // Research and resolution of bugs and errors

 **LEARN MORE OR CONTACT US**

<https://www.respec.com/market/data-technology/monetization>

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**RESPEC.COM**

# WE OFFER A VARIETY OF SERVICES, INCLUDING THE OFFERS BELOW.

Customized services are also available.

	Essential	Enhanced	Premier
Help Desk trouble-ticket resolution	✓	✓	✓
Monitoring of bill-run jobs and daily schedules	✓	✓	✓
Research and resolution of production billing errors	✓	✓	✓
Emergency on-call support	✓	✓	✓
Product catalog maintenance		✓	✓
Liaison with billing vendor for enhancement requests and bug resolutions		✓	✓
24/7, 365 on-call support		✓	✓
Ad hoc report requests			✓
Support of compliance/audit requests			✓
User/permission management			✓
Billing system administration GL configuration Usage loads Variance monitoring			✓

## ADD-ON SERVICES

- » Development hours
- » Test support
- » Data migration
- » Integration support