GROUP 1 SOFTWARE
A Pitney Bowes Company

e2™ SUITE

ONLINE, INTERACTIVE SOLUTIONS

Credit Card > Telecommunications > Utility > Healthcare
Insurance > Government > Transportation > Retail

TRANSFORM TO AN INTERACTIVE, DIGITAL BUSINESS

WITH THE e2™ SUITE OF ONLINE, INTERACTIVE SOLUTIONS FROM GROUP 1 SOFTWARE

Companies that create and distribute traditional paper bills and statements can dramatically improve efficiency and effectiveness by integrating both online, interactive customer care and advanced online account management (OAM) into their business processes.

Group 1's solution does it all.

Group 1's e2™ Suite is a comprehensive, modular platform that facilitates internal customer support and external customer self-service by integrating e-presentment, e-payment, archiving, OAM and e-service technologies.

Our solution fits a wide range of business needs and budgets. It offers online presentment, turnkey e-billing and advanced, integrated OAM for both business-to-consumer and business-to-business applications. And because of its modular format, you can start with a simple solution, realize a quick return on investment and then easily move into more advanced OAM services.

You'll realize efficiency, convenience and customer satisfaction when you take your customer communications online.

A WORLD-CLASS TECHNOLOGY PROVIDER. A FLEXIBLE, SCALABLE, MULTI-PLATFORM ARCHITECTURE

Group 1 Software has been delivering e-billing and OAM solutions and services since 1998. Our professional software engineers have the knowledge and experience required to implement both simple and complex B2C and B2B solutions.

Our modular e2™ Suite includes:

- **Secure, high-performance vault**
- **Online presentment and payment**
- **Advanced OAM deployment**
- **Call center integration**
- **Co-sourced OAM option**

GENERATE NEW REVENUE OPPORTUNITIES WITH INTEGRATED PHYSICAL AND DIGITAL COMMUNICATIONS

Despite the convenience of e-billing, some customers may prefer to receive paper documents. The e2™ Suite allows you to create both print and electronic bills for multi-channel delivery in a single solution.

Now you can leverage the power of integrated physical and interactive digital communications. Generate new revenue through personalized marketing and messaging campaigns. Cross-sell and up-sell your products and services online – tailored for each user and with predictable response rates.

BUILD HIGHLY PROFITABLE, INTERACTIVE ONLINE CUSTOMER RELATIONSHIPS

e2™ OAM provides your customers with more online choices and convenience than ever before. Customers can setup recurring payments, access account histories, select from multiple payment options and reconcile disputed bills and transactions.

IMPROVE CALL CENTER EFFICIENCY

The e2™ Suite provides an intuitive, automated user interface that can dramatically improve call center efficiency and effectiveness with the ability to quickly resolve transaction disputes and reconcile complex invoices.

ACCELERATE INVOICE AND PAYMENT RECONCILIATION

e2™ Invoice Presentment, Payment and Reconciliation (IPPR) is designed to accelerate and simplify the payment and invoice adjustment process. This solution provides web-based presentation along with analytic and self-service tools to help minimize time spent on invoice reconciliation.

INCREASE CASH FLOW AND REDUCE DAYS SALES OUTSTANDING (DSO)

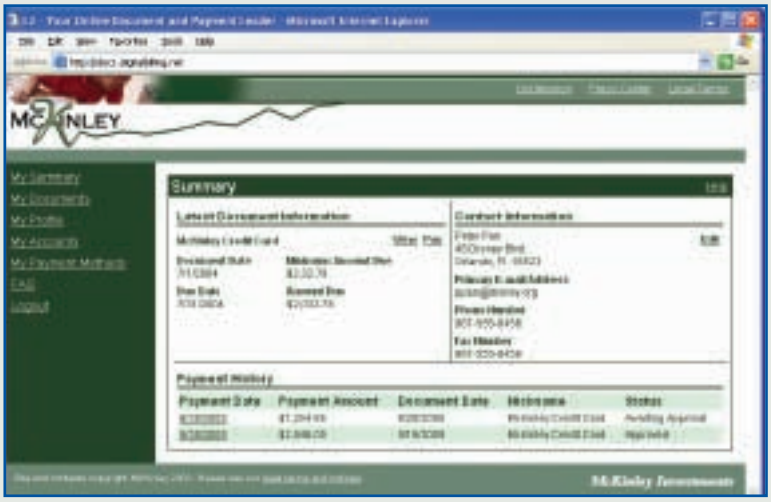
Your business can use e2™ technology to collect payments faster and more efficiently. Providing your customers with OAM can help resolve bill inquiries and disputes faster – which dramatically accelerates the collection of receivables.

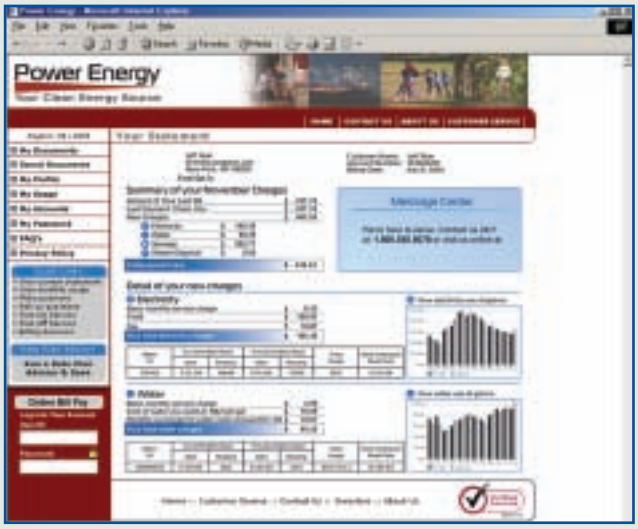
With online receivables management on the rise, the e2™ Suite will help you meet customer and supplier expectations. Its real-time reporting and analysis tools can enhance cash forecasting as well.

BOOST EFFICIENCY FOR YOUR BUSINESS, YOUR CUSTOMERS AND YOUR BUSINESS PARTNERS

FINANCIAL SERVICES

- *View real-time transactions and balances*
- *Access high-resolution, exact replica statements*
- *Sort and organize transactions*
- *Consolidate financial accounts*
- *Engage analytics*
- *Resolve disputes*
- *Create fraud reports*
- *Send customer alerts*





TELECOMMUNICATIONS AND UTILITIES

- *View real-time usage and balances (phone minutes, energy usage)*
- *Access high-resolution, exact replica bills and invoices*
- *Make payments*
- *Converge billing*
- *Streamline order management and trouble ticketing*
- *Analyze rate plans*
- *Analytics*
- *Resolve disputes*

HEALTHCARE AND INSURANCE

- *Simplify "insured" roster management*
- *Group billing*
- *Premium billing*
- *Consolidate statements*
- *Explanation of benefits (EOB) statements*
- *Present patient treatment history, meeting security and regulatory needs*
- *Cross-sell patients on additional services*
- *Streamline invoice adjustment management, reconciliation and payment*

State and local government, transportation and retail can also gain from streamlined billing and invoice processing.

MAKE WEB PRESENTMENT FAST AND EASY

A TURNKEY SOLUTION FOR YOUR BUSINESS NEEDS

Your customers want immediate, secure access anytime, anywhere to bills, statements, correspondence and other business communications. Are you feeling the pressure?

"With the Group 1 e2™ Suite, our customers can view and pay their bills online, 24/7. And our CSRs retrieve exact replicas of customer documents in less than a second. By integrating archive, present and payment with document composition, Group 1 Software is five years ahead of its time."

– Joel Daniels, VP and CIO, UDP

Now you can quickly and easily deploy Web presentment and e-payment in just weeks for a fully integrated EBPP solution. Your business can deliver electronic documents in their native format to customers via a browser. Upon enrollment, customers have instant access to current and historic documents and data.

Because documents are stored in e2™ Vault, a high-performance integrated archive and retrieval system, customers can view documents, no matter the age or size, in their preferred format. They can also download and reprint documents from their home or office.

This turnkey solution provides a pre-built, configured and tested web interface. Our web designer tool lets you change colors and text so you can customize turnkey sites with more branding areas. Site previewing capabilities let you view changes before going live.

With minimal investment, you can quickly and easily add e-payment without disrupting your current environment.

USE e2™ FLEXIBLE CUSTOMER ENROLLMENT

The e2™ Suite offers mass enrollment, account number reuse and automated enrollment approvals. Customers can enroll directly from their Internet browser or your enterprise can enroll customers with batch enrollment.

Your CSRs can also review enrollments and accept, reject or hold them for additional consideration. Email notifications inform customers of enrollment status.

AUTHENTICATE AND TRACK USERS WITH SECURE ACCESS

Using standard network and Internet security protocols, the e2™ Suite acts as your gatekeeper by authenticating users for access to secure functions and data. The system provides comprehensive tracking of user permissions and authorizations for accessing documents and paying online bills, based on an individual task or function.

PROVIDE MORE PAYMENT OPTIONS

The e2™ Suite offers customers and business partners convenient payment options including single, recurring and automated payments or direct debit with scheduled payment dates. Business clients can pay multiple invoices from one summary screen, as well as store, select and pay multiple bank accounts for each item on the summary screen.

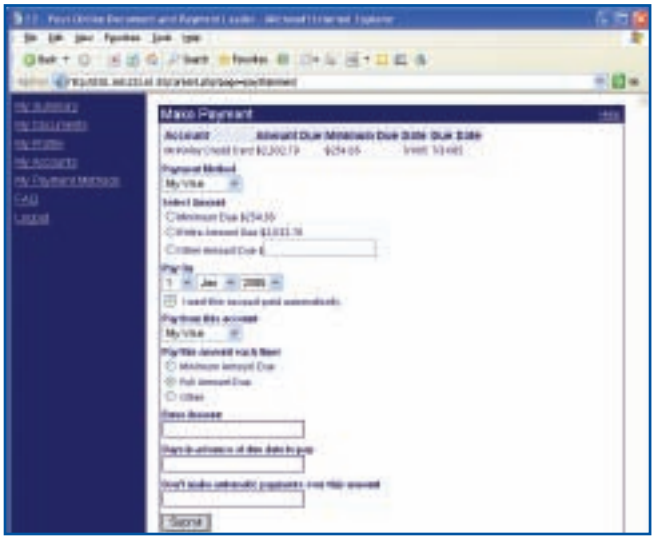
Automated Clearing House (ACH) funds transfer and real-time credit card authorizations can also be processed. The e2™ Suite can handle scheduled partial, recurring, cost allocation and smart payment parsing and keep track of the balance due. Automated round-trip payment processing is also available.

KEEP CUSTOMERS "IN THE LOOP"

e2™ OAM provides your customers with event-driven email notifications about their accounts, such as new statement availability, payment due, failed enrollment and change notice. Hot links are also provided for easy, direct access to the document site. This system comes with more than 50 pre-packaged, customizable, default notification classes. Additional notification classes can be developed as needed.

MARKET EXTRA PRODUCTS AND SERVICES

You can take advantage of targeted online marketing and message campaigns to reinforce branding and ensure consistent messages across all touch points. The e2™ Suite also provides a web form-based one-to-one marketing tool for including advertisements.



Users enjoy convenient, flexible payment options

ADVANCED, INTEGRATED ONLINE ACCOUNT MANAGEMENT

FOR B2C AND B2B ONLINE SOLUTIONS

If your business needs a more advanced, fully interactive, integrated OAM solution, the e2™ Suite is your right choice.

BUILT ON AN ENTERPRISE-WIDE STANDARD PLATFORM

The e2™ Suite provides an enterprise-wide standard platform. Its highly scalable, J2EE multi-tier architecture simplifies web application development and integration with your company's application servers, databases and legacy systems such as claims, billing, accounts receivable, finance, ERP and CRM.

This reliable, state-of-the-art service-oriented architecture can be easily extended across the enterprise to provide both business clients and customers access to the OAM solution. It supports growing volumes of data, documents and users, while minimizing initial and ongoing maintenance expenses.

The suite offers single sign-on access to help ensure more efficient and secure integration with existing web presentment applications. It also provides multiple levels of document and page security.

MANAGE ACCOUNTS EFFECTIVELY WITH REAL-TIME REPORTING AND ANALYSIS TOOLS

The e2™ Suite offers robust reporting and analysis tools for customers and internal business processing. Customers and internal administrators can monitor, summarize and report on all bills to analyze exact usage and status. For instance, they can compare utility payments across seasons or years. A central control and reporting function also provides administrator and customer service reporting capabilities.

Browser-based and hard copy reports can be viewed and/or moved to your internal systems. You can manage operations efficiently, monitor customer viewing and payment behaviors, and access real-time transaction data to accurately predict cash flow.

Using e2™ Query, a powerful data mining tool, business users can also query and extract data from dynamic print stream output for further analysis and ad-hoc reporting. Web reports can be distributed easily across the enterprise.

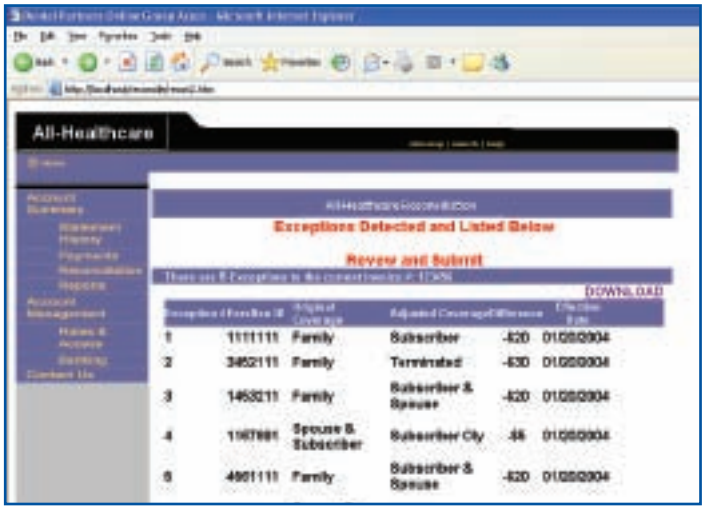
ADDITIONAL B2B EFFICIENCY COMPONENTS

Designed for B2B bill and invoice processing, our e2™ Suite offers additional, advanced capabilities such as:

- **Workflow** supports unique approval routing requirements to simplify accounts payable processing. It supports bill segregation into responsible departments for recipient review, approval and payment.

"In addition to online bill payment, the solution provides us with an invaluable reporting mechanism which identifies customers who haven't responded to the electronic delivery, enabling us to alert the billers."

– Simon Le Huray, Head of Business Development, Jersey Post



Compare invoice adjustments with enrollment data to help manage cash flow

- **Dispute Processing** accommodates billing disputes that can be entered online by the customer and then queued for processing by a CSR. Provides tracking, reporting and resolution capabilities. Also allows electronic notes to be attached to disputes.
- **Advanced Data Management** lets customers define personalized views and reports via reporting and download wizards that can be saved and run on demand at any time. Filtered billing data can also be downloaded into spreadsheets and other programs for analysis.
- **Advanced User Management** enables the creation and management of users, permissions and workflows within business organizations. This allows users to customize workflows for each customer organization. Also enhances security by allowing you to set authorization limits for each user.

INSTANT ACCESS TO YEARS OF STORED DOCUMENTS

SINGLE, SHARED REPOSITORY SUPPORTS MULTIPLE APPLICATIONS

e2™ Vault stores and retrieves all your customer data and documents. It's the most advanced, integrated document archive and retrieval system on the market today.

With e2™ Vault you'll get high-performance, real-time indexing, compression, storage and retrieval of documents and data from their native formats. There's no need to archive in alternate formats like PDF. e2™ Vault delivers a fast and seamless implementation. This system compresses nearly 1 million pages per gigabyte of storage space and ingests up to 2.5 million pages per hour.

Billions of documents and data elements can be stored for years and rendered online, with no performance degradation. Customers, CSRs and other users can instantly retrieve documents and data – regardless of age or size.

Key features and benefits include:

- Unrivaled performance and scalability
- Minimal storage hardware, maintenance and support costs
- Helping meet legal and records management requirements for archiving
- Support of multiple applications with a single, shared repository
- Easy storing and retrieving of all document types and data from a universal repository
- Integrated imaging, workflow and records management

Use our e2™ Mobile Vault option to create a fully-indexed and searchable subset of the e2™ Vault to suit customer, broker or agent needs. This subset can then be used to create a CD, DVD or FTP delivered image, complete with integrated searching and viewing for distribution purposes. It's the perfect solution for field-based account managers and financial advisors.

OUTSOURCE TO REDUCE RISK AND START-UP COSTS

OVER 5 MILLION TRANSACTIONS PROCESSED MONTHLY

Group 1 Software's complete outsourced solution may be ideal for your online business needs and budget.

Let us host your EBPP operations at our premier e-billing facility. Our Danbury Data Center processes over 5 million monthly transactions. All of our systems are fully redundant, reliable and secure. For many companies, outsourcing is a perfect option:

- Reduces start-up risks
- Speeds time to market
- Provides full service accountability
- Reduces maintenance and labor costs with a single provider
- Synchronizes print and electronic bills
- Eliminates duplicate efforts and decreases errors
- Provides strong disaster recovery
- Helps increase security, protection and control of private data
- Ensures scalability and performance
- Enables internal resources to focus on core competencies
- Provides an easy upgrade path with minimal impact to customers moving an outsourced solution in-house.

Discover our well-disciplined approach for day-to-day system management and our operational knowledge from running a service bureau that handles millions of documents and payments each month.

INCREASE CALL CENTER EFFICIENCY

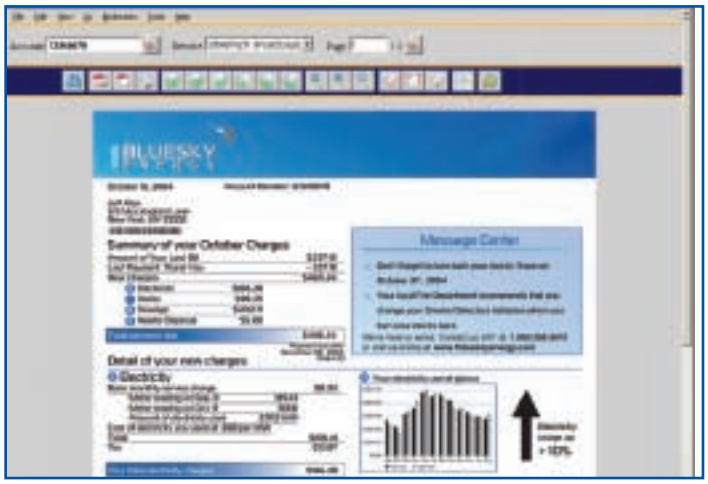
GET INSTANT ACCESS TO ANY DOCUMENT, ANY PAGE

e2™ Service minimizes call-handling time and required call-backs by providing high-speed search, retrieval and online presentment of documents and payments.

With e2™ Service, CSRs get instant access to exact replicas of printed documents and web-presented information. Calls can be handled with increased speed and efficiency, whether customers receive their documents through the mail or electronic delivery.

Key features and benefits include:

- Desktop client or browser access helps CSRs quickly view any page from any document
- Interactive name and account search feature helps quickly locate customer information
- Customer-centric virtual document folder provides access to all customer information
- High-fidelity dynamic document rendering eases viewing and navigation
- Instant email and e-fax capability helps speed resolution while customers are on the phone
- Online payment processing and payment cancellation helps CSRs provide enhanced service
- Online adjustment, change comparison and reconciliation capability helps speed processing



Search by customer name or account number

"Fast and efficient service allows us to greatly improve our client relationships. It has also reduced labor costs and time."

– Gerril Walraven, Manager of Application Services, Staalbankiers

OUR DANBURY DATA CENTER

Our e2™ complete outsourced solution provides the hardware, software and technical expertise necessary to maintain secure and reliable e-billing and OAM:

- World-class secure data center
- Scalable, reliable, fully redundant network infrastructure
- 24/7 data center operations team and expertise
- Separate production environment and pre-production/quality assurance environment
- Full services including consulting and analysis, design, development, testing, daily operations and 24/7 support from the industry's top experts you can count on

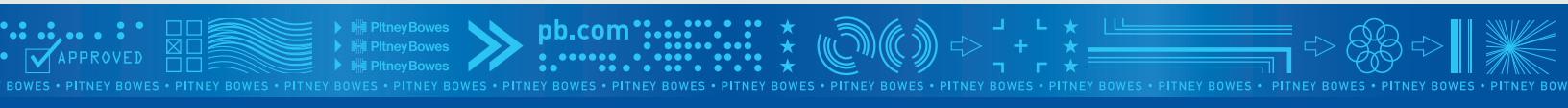
All of our systems are fully redundant, reliable and secure.

UNIFYING PRINT AND DIGITAL COMMUNICATIONS

IT'S WHAT WE DO

What if you could manage the complete lifecycle of your billing documents – from document composition all the way through production and postal services – in a single solution? The payoffs are shorter cycles, lower costs, stronger customer loyalty and more revenue per customer.

With Group 1 Customer Communication Management – or CCM – businesses are maximizing the value of accurate and intelligent data and creating personalized communications for multi-channel delivery, customer care and internal business processing. The e2™ Suite ties it all together by providing electronic document management and billing capabilities.



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About Group 1 Software

Group 1 Software provides online account management (OAM), customer self-service and e-billing solutions for Global 2000 businesses. Its solutions improve the quality of customer communications and customer care, reduce support costs and deepen relationships with business and consumer customers.

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