

OneShield Enterprise Solutions: OneShield Billing

From invoicing through to reconciliations and reporting, streamline all aspects of your billing cycle

OneShield Billing provides premium billing functionality in a complete payment and receivables management system for P&C and Life insurers across all personal, commercial, life and specialty markets.

Offered stand-alone or as part of our OneShield Enterprise suite, our easily-configurable system focuses on the key benefits of process efficiency, speed-to-profit and customer service.

OneShield Billing handles all aspects of the billing lifecycle from generating invoices to tracking payables and receivables, through to resolving customer and partner inquiries quickly. Agent and customer service levels are significantly enhanced with: web portal capabilities; built-in commission management; flexible equity-based billing, payment and delinquency plans; and easy integration with third-party document and payment systems.

Whether deployed on-premises or in the cloud, OneShield Billing can help you enhance and improve operational and process efficiencies, strengthen service levels, and rapidly support new initiatives.

At OneShield Software, we're technology experts with deep roots in the insurance industry. Our comprehensive portfolio of business solutions is tailored for insurance industry leaders looking to reduce expenses, improve efficiencies and optimize service delivery every step of the way.

OneShield Billing provides everything you need for fast, efficient billing and accounting, streamlining even the most complex systems freeing up time for the things that are important – like growing your business.

"As-A-Service" (AAS)?

Looking to add organizational agility, operational efficiencies, unlimited scalability, collaborative access, and flexibility to your business?

Consider cloud-based "As-A-Service" technology: out-of-the-box integration frameworks and functionality, unlimited scalability, workflow automation, disaster recovery and failover protection, 24/7 technical support, and data security.

Working in the cloud with OneShield Software allows your business to be nimble, efficient and cost-effective — eliminating manual-based operations, enhancing speed-to-market, enriching analytics, and improving your bottom line.

AAS is why 95% of IT spending is expected to shift from in-house to the cloud by 2025, why 4 out of 5 carriers want to digitize core insurance operations, and why 66% of insurers are moving to the cloud to reduce overall cost of process delivery¹.

¹ Source: HFS Research November 2015

OneShield Billing

Deployed in the cloud or on-premise, OneShield Billing is a complete solution for insurers across all personal, commercial, life and specialty markets that simplifies and automates every stage of the billing life-cycle. With everything you need in one system, OneShield Billing can help you enhance and improve operational and process efficiencies, strengthen service levels, and rapidly support new initiatives — all while giving you the power to design your own workflows and automate key invoicing and payment tasks.



General Features

- **Automated billing processes**, including task generation for Billing/Policy users, Invoices/Reminders/Notices, Cash Application, Write-offs, Disbursements and Suspend Billing.
- **Built-in customer web portal** allows stakeholders to self-serve inquiries.
- **Cash management** and **reporting tools** improve cash flow and achieve transparency.
- **Traceability** for each **receivables and payable** across all insurance operations.
- **Ability to define roles and permissions** for end-users right down to the field level.
- Many processes have **custom work flows** that meet your varied needs.



Key Billing Features

- **Flexible billing and payment plan** options that are customizable (rules-based) for individual insured/risk.
- **Configurable Cash Application Rules** that determine the order of cash application to fees, premium, etc.
- **Customer self-service options and payment methods**, including online payments that fully integrate with external systems.
- **Minimize billing leakage with automated features**, including mid-term rescheduling of payment plans or bill-type changes that maintain control over all payment term changes.
- **Ability to send billing information** through to general ledger, data warehouse and other systems, including integrating with most external document management systems.
- **Multiple payment methods**, including real-time online and credit/debit/EFT payments, as well as offline methods such as cash, personal checks, money orders, broker checks and certified checks.
- **Seamless management of both payables and receivables**, including commission calculation, management and disbursement.
- **“Promise/intent to pay” design templates and pre-defined workflows** to facilitate custom-tailored agent reconciliation processes that ensure they are represented in billing receivables.
- **Multiple bill types**, such as agency and direct (policy and account level) group list.
- One singular system with easy-to-design templates for direct and agency bill, along with **full reporting capabilities** and ability to automatically locate payment discrepancies.
- Full access to all invoices, allowing you to **handle customer billing inquiries electronically** with automated dispute handling and escalation capabilities.
- **Option to suspend automatic processing** on a policy or Account until a specific resume date when the suspension ends and policy resumes normal billing activity.

OneShield Software: Powerful Technology and Tools



Configure Your Own Workflows to Create Efficiencies

- **Configurable processes framework** by which discrete insurance actions can be customized into workflows for specific business requirements and end-user needs.
- **Robust administration views and functionality** to track, assign and balance workloads, along with added flexibility.
- **Master and sub-broker hierarchy support**, allowing multi-broker statement uploads and matching to receivables, thereby significantly reducing manual processing.
- Built-in **security rules** providing flexibility and hands-off automation.
- **Multiple currency and language support** options with flexible servicing in multiple languages in the same lines of businesses or regions.
- Configurable rules and workflows with **real-time view of customers across all accounts and policies**.



Powerful Design Tool and Version Management

OneShield Designer - a metadata-driven solution powered by tools and a pre-populated insurance-centric data model, configures virtually every aspect of the software application — including workflow, product definition, object model, as well as interfaces to legacy and third-party systems.

Functionality and capabilities include:

- **Version Management** - tracks all design sessions and allows release engineers to identify, track, group, deploy or roll-back changes from development to quality assurance (QA), QA to staging, and staging to production. Version management is a metadata equivalent of a source-code versioning system.
- **Data Transformer** - facilitates data exchange across environments and seamlessly integrates data exchange within the workflow.



OneShield Solution Add-Ons

OneShield Portals:

- Enables web browser functionality so you can provide internal and external users with self-service capability on payment options and policy information.
- Various end-user roles and permissions can be defined for anyone involved in processing aspects of insurance transactions.
- Rules can also be configured to define individual user functionality, and what each user can or cannot see, right down to the field level.

OneShield Partner Relationship Management:

- Tools allow you to automate and control how you interact with third-party partners, enabling them to manage staff, write new business, process address/contact change information, access billing statements, and process monthly reconciliation.

OneShield Reporting:

- Provides near real-time data and reports for informed and timely decisions.
- Feature-rich reporting module provides dashboards, pre-defined cubes, standardized reports and ad-hoc reporting based on subject areas, such as quotes, policy transactions, tasks and referrals.
- Along with standard reports, cube and ad-hoc functionality allows for hundreds of customized reports, and fully supports the configuration of all management, financial, operational, statistical and marketing reports — including the ability to generate regulatory reporting as required by a client or governing body.



Proven Technology Architecture

- **Scalable and data-centric**, OneShield uses stateless **Java EE** enterprise-class architecture for fast and simple changes to product definitions, workflows, rating and the object-model.
- **Built-in tools let you configure, test, version, release, and transform data** for integration and analysis without writing code — easily **exchanging data** with dozens of applications using a variety of transport mechanisms and protocols.
- **Our proven implementation model** includes full training and support, plus a unique mentoring approach for ongoing assistance.

Lower your Total Cost of Ownership with OneShield Billing



Automate Processes

- Automated Billing processes, many with custom workflows, offer features such as Task generation for Billing/PAS users, invoices/Reminders/ Notices, Cash Application, Write-off, Disbursements, Suspend Billing, etc. reduce your operational cost.
- Trigger the insertion of marketing messages by different lines of business.
- Support new initiatives with OneShield Designer, the OneShield configuration tool that allows you to self-create endless billing workflows and rules for unlimited types of invoices, including jurisdiction-specific bills.



Deliver Self-service

- Customers, agents and other partners will value OneShield Billing's real-time access to data via a built-in consumer web portal — allowing stakeholders to self-serve inquiries.
- OneShield Billing provides complete agent commission and full partner relationship management capabilities, including pre-existing rules for payables releases for taxes and commissions.
- Agents, mortgage companies and other third parties can write new business, process endorsements, track performance, and access billing statements for monthly reconciliations.



Improve Cash Flow

- Provides traceability for each receivable and payable across all insurance operations.
- Processes and tracks both receivables and payables, giving you a complete view of cash flow, including refund payments and payments involving agents, mortgage companies, and other third parties.
- No longer do you need multiple systems for direct and agency bill, plus the system provides full reporting capabilities.
- In agency bill, provide reconciliation with promise downloads, automatically locate payment discrepancies, and access easy to design templates.

Ready to Simplify Your Business? It Starts with a Conversation.

OneShield Software delivers core business software solutions to the global insurance and broader financial services industry, deployed in the cloud or on premise. Our portfolio of standalone, subscription, and cloud-based software products includes enterprise class policy management, billing, claims, rating, product configuration, business intelligence, and analytics solutions that leverage a tool-based open architecture and single data model platform to streamline your business. OneShield Software automates and simplifies the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and lower total cost of ownership.

With corporate headquarters in Marlborough, MA and offices in India, Canada, and Australia, OneShield, Inc. has a total of 46 products in production across the P&C and Life insurance markets.

Visit us at OneShield.com or contact us now to learn how we can help simplify and transform your business.

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