OneShield
Enterprise

Move at the speed of change.

Billing
Solution Overview

Cloud-based

From invoicing through to reconciliations and reporting, streamline all aspects of your billing cycle for a seamless billing experience.

OneShield provides premium billing functionality in a complete payment and receivables management system for P&C insurers across all lines of business. With OneShield Billing, insurers can simplify the billing process to deliver changing consumer expectations and generate loyalty and retention.

Offered stand-alone or as part of our OneShield Enterprise suite, OneShield Billing helps insurers resolve customer and partner inquiries accurately and quickly. Agent and customer service levels are significantly enhanced with the following:

- Web portal capabilities.

- Built-in commission management.

- Flexible equity-based billing, payment, and delinquency plans.

- Easy service integration with third-party document and payment systems.

Deployed in the cloud through our full-service SaaS delivery model, OneShield Billing supports the automated handling of financial changes triggered by insurance transactions. It's billing administration made easy, with a proven solution that is market tested.

Cloud-based

Our strengths lie in our people, deep-rooted insurance knowledge, and thoughtful technical architecture.

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Our comprehensive portfolio of business applications is tailored for insurance industry leaders looking to reduce expenses, improve efficiencies, and optimize service delivery every step of the way.

OneShield Billing can help enhance and improve your operational and process efficiencies, agent and member service levels, and reporting capabilities.

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Billing functionality to enhance and improve operational efficiency.

OneShield Billing gives you the power to leverage existing workflows and automate key tasks.

Key Billing Features:

- Flexible billing and payment plan options.

- Support multiple bill types (such as agency and direct at policy and account levels).

- Seamless management of both payables and receivables, including commission management and disbursement.

- Configurable cash application rules.

- Customer self-service options and payment methods.

- Automated features, including mid-term rescheduling of payment plans or bill-type changes that minimize billing leakage.

- Multiple payment & disbursement methods are supported.

- Full access to all customer transactions to handle billing inquiries.

- Comprehensive delinquency management from late notice to NOC.

- Configurable billing adjustments, including write-offs and disbursements.

- Automatic moratorium and suspension processing.

- Agent reconciliation templates and pre-defined workflows.

- Built-in full reporting capabilities and the ability to automatically locate payment discrepancies.

- Robust administration views and functionality to track, assign, and balance workloads.

- Built-in security rules.

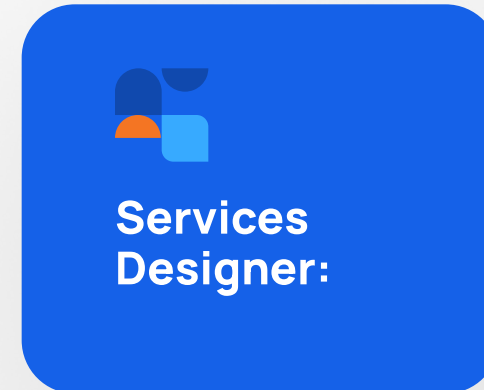- Real-time view of customers across all accounts and policies.

Cloud-based

Tools to empower insurance professionals.

OneShield Designer:

Combining speed, power, and flexibility, our intuitive design tool unlocks limitless potential needed to succeed in today's insurance marketplace. Enabling self-sufficiency and speed-to-market, OneShield Designer empowers business and technical users to work collaboratively to create and modify discrete insurance actions. It allows the configuration of virtually every aspect of the system, including workflow, product definition, object model, and web services.

Services Designer:

An add-on to OneShield Designer, Services Designer implements a collection of vendor and product-independent pre-configured APIs, allowing external applications to remotely execute business transactions on the platform. Any processing, traditionally tied to the User Interface, or available solely within the platform, has been de-coupled and made available As-A-Service.

OneShield Portal:

OneShield's web portals are at the forefront of the digital-first landscape, offering a transformative self-service experience for both internal and external users. Through responsive and dynamic UX/UI design, our portals ensure a user-centric approach that adapts effortlessly to varying needs and devices. Moreover, we prioritize flexibility by allowing you to define user roles and permissions at multiple levels, while configuring rules and workflows to align with your specific distribution channels.

OneShield Reporting:

Actioning near real-time data and reports for informed and timely decisions, OneShield Reporting uses dashboards, pre-defined cubes, standardized reports, and ad-hoc reporting to provide access to client information, system transactions, financial, operational, statistical, and marketing information for running your business operations.

OneShield Relationship Management (ORM):

Enabling expanding ecosystems and third-party relationships, ORM provides tools to automate and control how you interact with third-party partners empowering them to manage staff, write new business, process address/contact change information, access billing statements, and process monthly reconciliation.

Technology that scales as your insurance business evolves.

Proven technology architecture:

Design, configure, and deploy all from our scalable JavaEE process automation platform. A well-constructed and comprehensive metadata-driven engine powers insurance transaction processing while providing the ability to handle both market and technology change cost-effectively with speed and transparency.

Software from the cloud:

Consider the power of cloud-based "As-A-Service" (AAS) technology; unlimited scalability, ease of upgrades, quicker deployments, disaster recovery and fail-over protection, 24/7 technical support, and data security. Working in the cloud with OneShield 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.

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Lower your total cost of ownership with OneShield Billing.

Support Multiple Bill Types:

OneShield Billing provides standardized, configurable payment plans that can be used across all lines of business. You can choose to administer agency and direct bill with ease, even supporting asset level payment plans with split payors to allow insureds, agents, and vendors to structure their payment plan based on their preference.

Robust Receivable & Payable Management:

Easily track receivables and payables across customer, vendor and agent accounts at a granular level including treasury capabilities such as the ability to track remittances that need to be made to Tax & Treasury Departments.

Transparent Compensation Management:

Support transparent agent compensation with rules-based commission earning, built-in commission contract management and on-time disbursement of earned commissions. OneShield Billing can support both account current and statement bills allowing flexible agent onboarding.

Reporting & Advanced Analytics:

Pre-configured standardized reports, and dashboards provide quick-to-value, cost-effective business intelligence that allows you to gather actionable insights and respond faster to customer, agent, and market developments.

One Billing System for Carriers & In-house Agencies:

For captive and in-house agencies, eliminate the need for maintaining multiple carrier-facing and agency-facing billing systems through our unique two-in-a-box system that allows maintaining parallel ledgers, payment plans and billing methods for carrier and agency business.
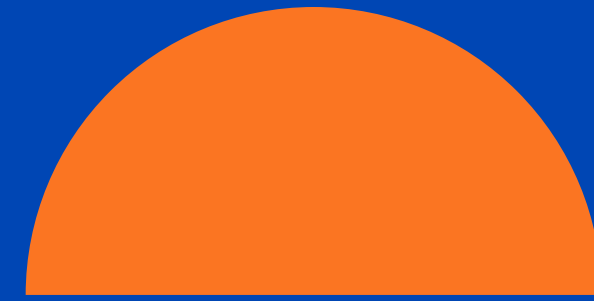
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About OneShield

OneShield provides business solutions for P&C insurers and MGAs of all sizes.

Proven Technology Architecture:

Software from the

OneShield's cloud-based and SaaS platforms include enterprise-level policy management, billing, claims, rating, relationship management, product configuration, business intelligence, and smart analytics. Designed specifically for personal, commercial, and specialty insurance, our solutions support over 90 lines of business.

OneShield's clients, some of the world's leading insurers, benefit from optimized workflows, pre-built content, seamless upgrades, collaborative implementations, and pricing models designed to lower the total cost of ownership. Our global footprint includes corporate headquarters in Marlborough, MA, with additional offices throughout India.

Visit **OneShield.com** to learn how we can help simplify and transform your insurance business.

Cloud-based Scalability

Schedule a Demo

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