



Infor Hansen CIS Billing is a comprehensive solution designed specifically to improve the efficiency, flexibility, and accuracy of utility and other local agency billing processes.



INFOR HANSEN CIS BILLING

DO BUSINESS BETTER.

For water, wastewater, refuse, and other local government agencies, maintaining efficient and accurate billing processes can be a real challenge. When your organization can't respond with speed and flexibility to complex and fast-changing billing requirements, it's difficult to keep your costs in line and your customers satisfied. Often the root of the problem is outdated technology, characterized by limited, hard-coded rate structures and reporting capabilities that are time consuming and expensive to keep current.

Billing has always been a mission-critical business process with no room for error. But with agency budgets shrinking and with customers demanding more convenience as well as total accuracy and reasonable rates, you have no choice but to take your billing operation to a new level. You need a billing solution that is agile and accurate to the penny so you can minimize operational costs, maximize revenue, and keep your customers happy.

LEVERAGE EXPERIENCE.

Infor Hansen CIS Billing is a comprehensive solution designed specifically to improve the efficiency, flexibility, and accuracy of utility and other local agency billing processes. The solution, which is being used today by local agencies to process more than 16 million bills per year, has been serving the needs of local governments for more than 10 years.

With the ability to generate 1,000 error-free bills per minute, Infor Hansen CIS Billing can help virtually any water, wastewater, storm, refuse, community development, or regulation department dramatically improve the effectiveness of their mission-critical billing operations.

GET BUSINESS SPECIFIC.

Infor Hansen CIS Billing is a highly configurable and scalable .NET-based platform that requires no client side software. Designed to run out of the box, the solution offers low-risk implementation and ease of use through simple Web browser access and desktop customization capabilities. Infor Hansen CIS Billing delivers a suite of capabilities that deliver industry-leading functionality.

Core billing capabilities.

High quality billing operations for utilities and other government agencies begins with a solid foundation of core functionality. Infor Hansen CIS Billing delivers proven capabilities for managing rates, managing delinquencies, conducting bill runs, and sending notices to customers.

Customer service.

The solution delivers proven capabilities for standard customer servicing processes, including capturing, processing, and responding to citizen inquiries over the phone, by email, and from a web site. Infor Hansen CIS Billing also features full integration with an agency's field operations so field workers and customer service representatives (CSRs) both have access to the work order management system.

Field operations.

The integration of customer service and field operations also improves the efficiency of field workers. By enabling workers to access a complete, 360 degree view of customers from the field using laptops and mobile devices, Infor Hansen CIS Billing improves the timeliness and thoroughness of field operations.

Point-of-sale/cashiering.

In addition to standard capabilities for accepting and processing payments online and over the counter by check and credit card, Infor Hansen CIS Billing features an integrated cashiering module.

The cashiering module makes it possible for CSRs to use just one system for processing payments.

SEE RESULTS NOW.

Water, wastewater, storm, refuse, and other government agencies worldwide are using Infor Hansen CIS Billing to realize a wide range of business benefits, including:

- Reduced costs
- Improved efficiencies
- Increased customer satisfaction
- Faster decision making

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy, and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the letter "R".