

Infor Hansen CIS Billing

➔ 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.



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 Often the root of the problem is outdated technology, characterized by limited, hard-coded rate structures and reporting capabilities that are time consuming and expensive to keep current.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

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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.

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Direct: +1 (800) 260 2640

Contact your local Infor office regarding availability of products in your region.

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 "O" are red. A small trademark symbol (TM) is located to the upper right of the final "O".