

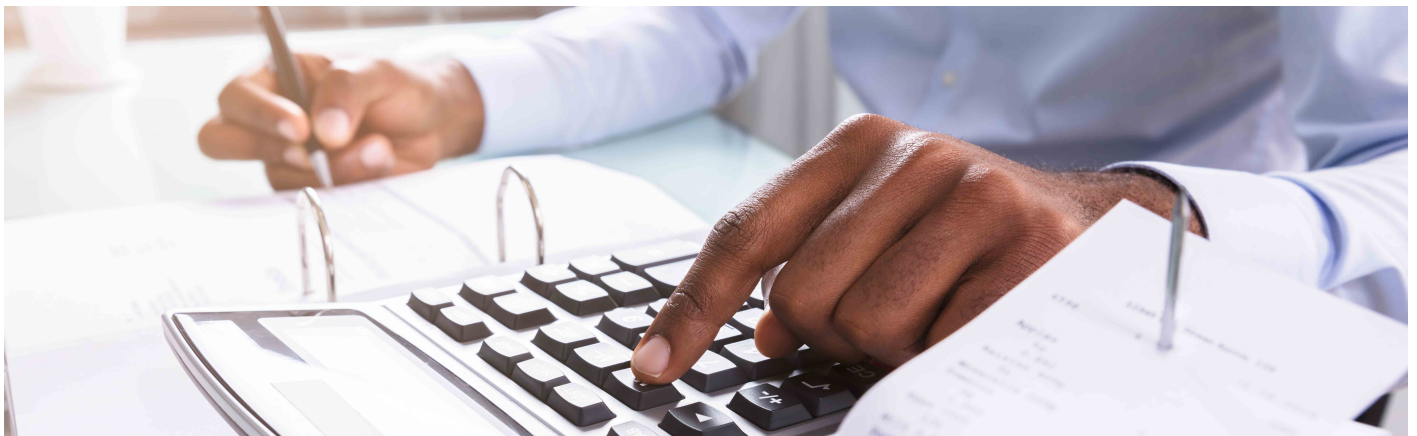
The Key to efficient billing for metered and unmetered customers.

CICOD Customer Management & Billing platform makes customer management easy for different categories of customers. This system enables Mobile Force Reporting, Network Broadcast & Efficient Billing with built-in Fraud Management to minimize revenue leakages. The system facilitates the management of business processes along the value chain from product allocation to ordering, invoicing, payment tracking and collection in a cost-effective way. Through this self-service, our clients can facilitate seamless customer engagement for fulfillment, problem handling, and billing via the website, mobile application, and SMS. For clients with a subscriber base and those wishing to expand their subscriber base, we at Crown Interactive are an extremely effective partner in helping manage customers as our platform provides flexibility and scalability within an ever-changing business environment.

FEATURES

- **Customer Account Management**
Manage customer account details, history of transactions and trend to maximize customer loyalty.
- **Product Management**
Effective management of products.
- **Automated Estimated Billing Methodology**
Use energy meter reading and availability on utility network to automate estimated billing process.
- **Non-energy Billing**
Flexible solution to manage billing in many sectors.
- **Prepaid Customer Management**
Manage all prepaid vend/non-vend transactions for customers to ensure accurate billing.
- **Adjustment Management**
Adjustments can be dealt with easy.
- **Bill Cycle Management**
Flexible Bill Cycle Management.
- **Postpaid Meter Reading**
Meter Readings can be submitted via SMS, mobile app and USSD for easy billing process.
- **Dunning & Delinquency Management**
Regular automated reminders for customers who default in payment.
- **Bill Simulation & Approval Management**
Automate multiple bill cycles to enable quick and smooth billing at different intervals.
- **Distribute Bill**
Automate bill distribution to enable fast payments of bills.
- **Self Service Portal**
Give customers the option to access their information and self-manage their transactions.

INTEGRATIONS



CICOD suite of Business Support Systems (BSS) is a fully integrated with the option to choose the right application as stand-alone or as a bundle of applications depending on the business needs. The applications within our CICOD BSS can be easily integrated to existing systems within an organization's Enterprise Resource Planning (ERP) software or operated independently to provide unparalleled platforms for automating key business processes.