

Core Suite.  
Use Case Driven.  
One Platform.



Billing

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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 on changing consumer expectations and generate loyalty and retention.

Offered stand-alone or as part of our OneShield Enterprise suite, OneShield Billing facilitates resolving customer and partner inquiries accurately and 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 services integration with third-party document and payment systems.

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

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

## 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.
- 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 methods.
- Multiple bill types (such as agency and direct at both policy and account levels).
- 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 predefined workflows.
- 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.

## Tools to Empower Insurance Professionals



**OneShield Designer:** Combining speed, power, and flexibility our intuitive design tool unlocks a world of endless possibilities needed to succeed in a digital insurance marketplace. Enabling self-sufficiency and speed to market, OneShield Designer empowers your business and technical users to work collaboratively to create and modify discrete insurance actions. OneShield Designer allows configuration of virtually every aspect of the system including workflow, product definition, object model, and web-services.



**Services Designer:** Leverage and extend services from our extensive catalog of coarse- and fine-grained services, supporting SOAP/REST, XML/JSON natively, via configuration, with built-in security in all services as well as periodic service penetration testing. Independent of a user interface, external applications use Services Designer (a service layer) to process transactions and store data.



**OneShield Portals:** Leveraging responsive and dynamic design OneShield Portals provide internal and external users with a wealth of self-service capabilities. Created with flexibility in mind, end-user roles and permissions can be defined at various levels and rules and workflows configured with the functionality required for each distribution channel.



**OneShield Relationship Management (ORM):** Enabling expanding ecosystems and 3rd 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.



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

## Experience Technology Agility

**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 strength of cloud-based “As-A-Service” (AAS) technology; unlimited scalability, ease of upgrades, quicker deployments, 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.

## Lower your Total Cost of Ownership with OneShield Billing

**Automate Processes:** Automate billing process by providing customer and agent self-service options, supporting rule-based commission management, and digital bill presentment and payment all while reducing your operational costs.

**Leverage Extensive Pre-Built Insurance Content:** Our pre-built library of insurance-specific content for personal, commercial, and specialty lines eliminate time-consuming and costly “ground up” requirements gather process with our comprehensive pre-defined and configurable data models, workflows, rules, use cases, reports, dashboards, and product definitions.

**Realize the Advantages of Self-Sufficiency:** Attain self-sufficiency in modifying products and workflows. Improve business agility enabling you to rapidly bring products to market while lowering management and maintenance costs.

**Enhance Agent and Customer Service:** OneShield’s 360-degree view of the customer allows you to manage individual interactions while providing a complete overview of existing customers across all terms and policies. Also provide real-time access to customers, agents, and partners for purposes of self-service inquiries and service, new business acquisition, commission and sales monitoring, monthly reconciliation, and performance tracking.



## About OneShield Software:

OneShield Software delivers core business software solutions to the global insurance and broader financial services industry, deployed in the cloud or on-premise. OneShield Enterprise, 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 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 and Canada, OneShield Software has 50+ products in production across the global P&C insurance market.

Visit us at [OneShield.com](http://OneShield.com) or contact us now to learn how we can help simplify and transform your business.

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