# ENLIGHTEN
## CUSTOMER PORTAL

### Giving online access to your customers

The **Enlighten** billing portal enables your end-customers to easily view, download and analyse their billing information. Our premium versions also features self-service options as well as additional monitoring and access functionality. Securely hosted by us, **Enlighten** can be branded to match your own corporate identity and can be accessed from your website.

### 24/7 account access

Through Enlighten your customers can view their charges and itemisations, as and when they need to – both for the current period and historically over the past 15 months. Reduce inbound bill queries by providing customers with copies of bills, itemisations and analytics information at their fingertips.

### Downloads and reports available

Customers can effectively manage their accounts with the ability to download bills, run reports and analyse their call data, enabling them to drill down into any detail required. With Enlighten Premium end-customers will also have access to ad hoc invoices in addition to their regular monthly bill.

### Self-service  ENLIGHTEN PREMIUM

Enlighten Premium enables your customers to self-serve, integrating directly with the applicable suppliers to arrange SIM swaps and to switch bars on/ off for individual mobile numbers. Giving the customer greater control and ability to respond in the event of loss or theft. These features are supplier dependent and can be provided at your discretion, on a customer by customer basis.

### Monitor usage ENLIGHTEN PREMIUM

Through Enlighten Premium your customers can keep track of their unbilled usage throughout the month, reducing surprises and monitoring call, data and SMS usage on a daily basis. Again, this is supplier dependent and can also be provided at your discretion, on a customer by customer basis.

### Branded to your own identity

The Enlighten portal is designed to be a continuation of your online service offering, following your branding and aiming to fit with the style of your website. Our enhanced branding option includes a consultancy service to create custom headers and footers and to ensure all colour options, fonts, links and messaging statements match your site as closely as possible. We also offer standard branding where you provide headers and footers to our specification and an unbranded option with just the Enlighten logo and generic text.

### Secure system with permissions

Customers can be assured that their account information is hosted in a secure environment, only accessible by them via a username and password. You can set user levels both inside your own organisation with differing permissions as well as for customers.

### Securely hosted

The Enlighten portal is hosted by Inform Billing but can be accessed through your own website. You don't have to worry about system maintenance and can easily add a simple link to your existing website. Our applications are regularly penetration tested and are hosted in a secure UK data centre which has the 'ISO/IEC 27001:2013' certification.

## Plans and pricing

| | Enlighten | Enlighten Premium |
|---|:---:|:---:|
| 24/7 online access | ✓ | ✓ |
| Securely hosted | ✓ | ✓ |
| User level permissions for resellers and end-customers | ✓ | ✓ |
| View and download current charges and itemisations | ✓ | ✓ |
| View and download current and historic bills (past 15 months) | ✓ | ✓ |
| Reporting suite to analyse spend and call data | ✓ | ✓ |
| View and download current and historic sales invoices | X | ✓ |
| Self-service add/remove mobile call barring* | X | ✓ |
| Self-service SIM swaps* | X | ✓ |
| Self-service update usernames and cost-centres | X | ✓ |
| Monitor daily unbilled usage* | X | ✓ |

\* Carrier dependent

## Enhanced branding

When opting for our enhanced branding offering, we will provide a design consultancy service to ensure Enlighten matches your corporate identity. Our in-house graphic designer will create custom headers and footers for use on the login page and across the Enlighten portal, following your own website for guidance. We will match your colour scheme and fonts as far as practically possible and all message statements will be customised with email links to your support team and links back to your website as required. The Enlighten URL can even be set-up to appear as part of your website and graphics can have multiple links to your homepage or social media sites.

## Basic branding

This option enables you to feature your own custom graphics on the header and footer areas of the login page and across your portal. We will provide the specification and upload any graphics you supply to Enlighten. Basic text on the login page and support page can be modified as required and a welcome message can be customised on the homepage. Header graphics can link back to one web page. All other elements will remain as standard.

## Unbranded

The unbranded version of Enlighten features only our generic Enlighten logo and has no reference to your company or your branding. All message statements on the login, welcome and support pages use our standardised default text. There is no set up charge for this option.

## To find out more

Please contact us to find out how to get the most from your Enlighten portal.

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