



**INFORM**  
BILLING



[informbilling.co.uk](http://informbilling.co.uk)

**Why  
Choose  
Us?**

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Inform Billing is unique in offering a wealth of billing knowledge and experience, alongside a brand-new cutting-edge software product.



We work with telecoms & IT resellers of all sizes to drive revenues and maximise profit through our flexible and scalable solutions. Ideal for start-ups through to large resellers, our software is used to bill anywhere between a few hundred and several million pounds of calls and services each month.



Our Next Generation cloud-based billing platform features a powerful rating engine and is entirely accessible online, supporting you to increase revenues, gain process efficiencies and improve customer satisfaction.



We have a consultative approach, advising those new to resale as well as supporting larger clients with long-term projects. To complement this our training is all-inclusive, we are always at the forefront of regulatory changes and we pride ourselves on our outstanding support service. Our first-line support team all use our software day-in day-out to provide managed services and therefore can easily help with queries.

# Flexible Solutions

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Bureau & self-managed options

Securely hosted in the cloud

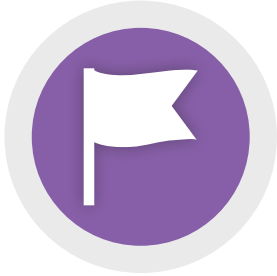
Freedom to choose your own suppliers - all suppliers/carriers are supported

Excellent customer support service

In-house technical support team

Data migration, project management and support

Scalable solutions for start-ups through to large communications service providers



**100%** independent  
and privately owned



**45%** of turnover is invested  
into continuously  
developing our solutions



**99%** of customers  
would recommend us



**10+** years in business



**300** resellers use our  
software every month



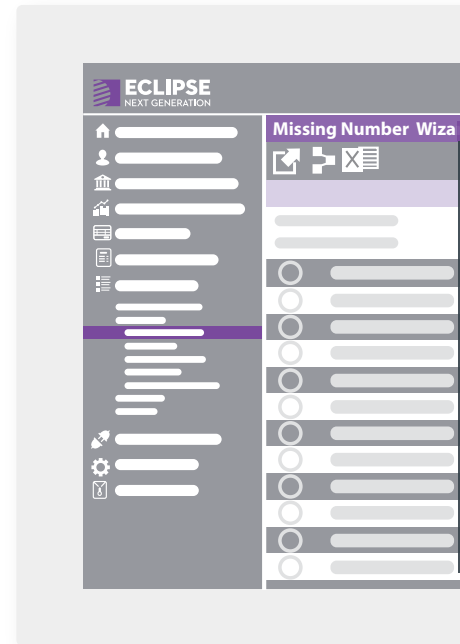
Our software is developed,  
supported and securely  
hosted in the **UK**



**£2.5m** invested in  
building Eclipse NG from the  
ground up

# Why Choose Eclipse NG?

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# Next Generation Billing Software

**Eclipse Next Generation is a full end-to-end online billing solution designed specifically for telecoms and IT resellers.**

Securely hosted in the cloud, Eclipse NG enables you to bring together all voice, data and IT products and services from multiple suppliers onto a single bill. Whilst bills are quick to generate, our powerful revenue assurance tools ensure accuracy – meaning losing income or overcharging is a thing of the past. Bills are well presented and easy for your end customer to understand.



**“Eclipse is fantastic  
– I love it!”**

“Eclipse NG is perfect for someone who works remotely like me. I make updates on my laptop or PC, in the office, on the road or at home. It has enabled me work more efficiently and has made the bill run so much quicker.”

**Paul Ponting, Danoli Solutions**



**A powerful choice**  
of billing partner



1

### **Total web application**

Eclipse NG has been designed with usability front of mind. We've been developing software for over a decade, so we know how users navigate and want to use a billing platform. Eclipse NG makes operating complex software simple.

2

### **Quick, daily call & charge importing**

Eclipse NG imports calls quicker than ever before; automatically collecting millions of CDRs from multiple carriers without the need to wait around.

3

### **Accurate rating & verification**

Our flexible rating engine enables you to be creative with your commercials, safe in the knowledge that you will be able to accurately bill. Through Eclipse NG you can increase margin and add to the bottom line. Our cutting-edge revenue assurance tools validate both calls and other supplier invoices.

4

### **Unlimited reporting**

Not only does Eclipse NG come supplied with a range of standard reports for both customer and data related information, an almost unlimited range of bespoke reports can be created using the in-built report generators.

5

### **Integrates with existing software**

Eclipse NG can communicate with other software packages either by direct integration or as an export/import routine including CRM, accounting, provisioning and direct debit software programmes.

6

### **Safe & secure**

Eclipse NG is offered fully hosted in our secure environment, as standard. With robust disaster recovery processes in place, we can guarantee minimal disruption and excellent availability rates.

7

### **Multiple billing outputs**

Flexibility to meet customer billing requirements is key. Eclipse NG enables you to select standard billing outputs, whilst also being able to tailor your approach to the needs of specific customers. Eclipse NG is further enhanced when used in conjunction with Enlighten, an online portal for your end-customer to view and manage their billing account.

# Enlighten

customer  
portal

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# 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 fully branded to match your own corporate identity and is accessed from your website.

## Branding Options

### Enhanced branding

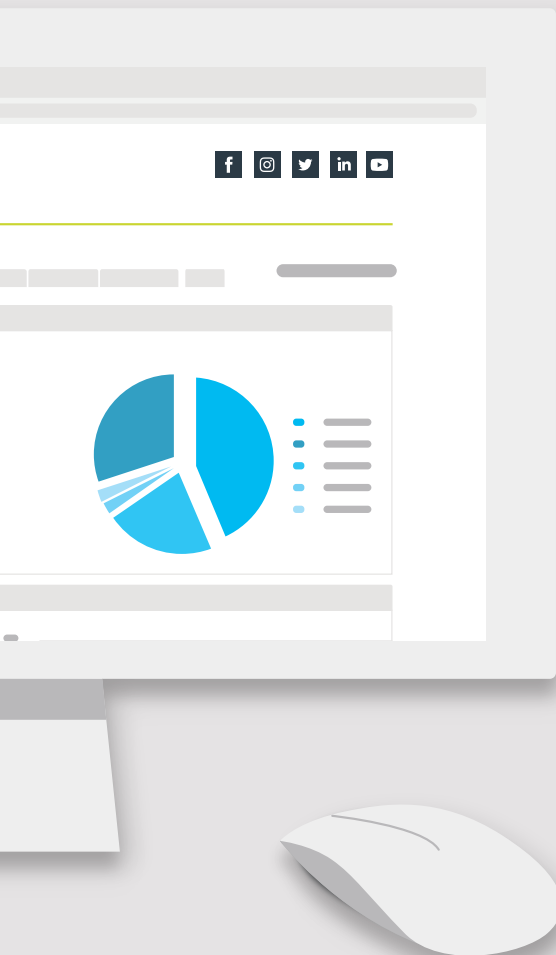
We provide a design consultancy service to ensure Enlighten matches your corporate identity. Our in-house graphic designer will create custom headers and footers for use on the login page and across the Enlighten portal, following your own website for guidance. We will match your colour scheme and fonts 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.



# Enlighten Plans

	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

**1****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.

**2****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.

**3****Self-service ENLIGHTEN PREMIUM**

Enlighten Premium enables your customers to self-serve, integrating directly with the applicable networks 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 carrier dependent and can be provided at your discretion, on a customer by customer basis.

**4****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 carrier dependent and can be provided at your discretion, on a customer by customer basis.

**5****Branded to your own identity**

Enlighten 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.

**6****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.

**7****Securely hosted**

The Enlighten portal is hosted by Inform Billing but 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.

# Independent Bureau Options

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Our bureau billing services provide a cost effective way for resellers to enjoy the benefits of a professional billing platform, managed by an experienced and knowledgeable billing team.

Avoiding the need to dedicate precious time to understand the platform and to manage the monthly billing process, our bureau service will enable you to focus on building your business, safe in the knowledge that a professional team is looking after your billing.

Whilst referring to you for decisions of a commercial nature, we will take advantage of the full-feature set of the Eclipse NG billing platform, maximising margins and customer satisfaction as well as ensuring timely and accurate billing.

- ✓ Simple, easy set up
- ✓ Freedom to choose your own suppliers -all suppliers/carriers are supported
- ✓ Hosted in our secure environment
- ✓ No reliance on a single person - access to a dedicated team of experienced billing professionals
- ✓ No need to employ additional resource or detract from existing responsibilities
- ✓ Easy to transfer to self-managed billing if and when the time is right
- ✓ We take care of tariff set-up and rating options
- ✓ Support for billing queries, reporting requirements and advice on potential margin improvements

# Taking Full Control

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For resellers who want the control and visibility of managing their own billing, Inform Billing provides the software, training and support to take this step.

When opting for our self-managed billing you will still benefit from the ongoing support of our in-house experts. We will train you to utilise the full feature-set of the Eclipse NG billing platform over a series of sessions and will walk you through a minimum of two months' bill runs, to ensure that you are confident managing your billing on an ongoing basis.

Available as and when you need us, our support team are always on hand to help.

Resellers with more complex billing requirements will find our solutions flexible, stable and reliable and our team responsive and supportive. We are always willing to look into bespoke requirements and invest 45% of annual revenues back into improving our software.

- ✓ Maximum visibility of a critical business area
- ✓ Support and advice from telecoms and billing experts
- ✓ Freedom to choose your own suppliers -all suppliers/carriers are supported
- ✓ Securely hosted in the cloud
- ✓ All inclusive training
- ✓ Excellent customer support service
- ✓ In-house technical support team
- ✓ No need to migrate systems when moving from our bureau service
- ✓ Data migration, project management and support
- ✓ Back-up of our knowledgeable team in case of an emergency



To find out more about Inform Billing or to book a demo  
to see **Eclipse NG** in action, visit

**[informbilling.co.uk](http://informbilling.co.uk)**

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**WINNER**

Billing Platform Supplier



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**WINNER**

BEST BILLING SOLUTION



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**WINNER**

BEST BILLING PLATFORM

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