



PROFESSIONAL SERVICES DATASHEET

Enable Your Billing with Our Experienced Team

Implement the billing solution your business needs with BillingPlatform's Professional Services team. We partner directly with you to ensure billing operations that meet your requirements and help drive your business success.

Drive Technology for Your Business: Blended Services Methodology

At BillingPlatform we believe that your business should drive technology, not the other way around. As a result, we structure our Professional Services methodology around your needs. Modern billing practices can be complex, so our team works with you to create the most intuitive operations possible.

Our partnership begins with collaboration with your finance stakeholders, then BillingPlatform combines your needs with our Structured Processes including proven project management and change management.

By blending these two elements successfully, we offer a complete delivery methodology with the four phases outlined here:

1. Definitions & Analysis
2. Configure & Unit Test
3. System & User Testing
4. Transition to Live Production

COLLABORATION

Exposes the application to the business earlier & facilitates collaboration and better user adoption as well as flexibility and speed.

Blended Approach

STRUCTURED PROCESS

Brings in processes, checks and predictability to keep the project control for better planning and quality control.

Delivery Methodology Stages



DEFINITION & ANALYSIS



CONFIGURE & UNIT TEST



SYSTEM & USER TESTING



TRANSITION

PROJECT MANAGEMENT
CHANGE MANAGEMENT



Definitions & Analysis Phase

In this first phase of implementation, the professional services team of expert billing consultants conduct insightful analysis of your business processes to ensure billing operations that accomplish all your business goals - without compromise.

Modeling your requirements with an agile platform takes thoughtful discovery to create the most intuitive billing processes. Our teams will discover the common, repetitive billing tasks and design automated workflows to reduce strain.

BillingPlatform's professional services team is here to make the platform fit to your requirements, not the other way around. Our agile platform design and team of billing experts work to build the most efficient system possible – faster than any other solution on the market.



Construction

The larger construction phase is broken into two parts: configure and unit testing first followed by system and user testing. BillingPlatform's professional services team collaborates with you through the entire build process, offering regular demos of all functionality as it's built and tested. Our system is built to handle changes on the fly without IT resources and our process allows any changes to be implemented quickly.



Configure and Unit Testing Phase

Once the analysis phase is complete, we collaborate with your team to build the system you envision, offering full transparency into our process. Our design methodology makes it quick and easy to implement new business requirements and make changes on the fly.

Once the system is configured, unit testing begins. As the system is being configured, our team is iteratively unit testing each component based on your defined acceptance criteria. At the completion of Configuration and Unit testing, your requirements will be implemented, and internally tested to ensure the system works as agreed.



System and User Testing Phase

Once configuration is complete, we provide your team with access to the environment. We will then conduct system and user testing meetings where BillingPlatform demonstrates the functionality and asks your users to test the operations.

BillingPlatform collaborates with your business through the entire build process, delivering all the functionality needed. Our flexible platform makes it easy to implement changes quickly.



Transition to Live Production Phase

Once your team has collaborated with our professional services to launch your billing, BillingPlatform is truly your solution. Once implemented, we provide the tools you need to be self-sufficient and make changes to respond to market fluctuations. All backed by 24/7 application support.

24 Hour Support

The BillingPlatform Support team is available to our customers all day every day. This support includes robust case management, web-based ticketing, resolution updates and proactive communications for product releases, service updates and maintenance.

BillingPlatform guides you through every step of the process with end-user training, supporting documentation and resources to help you maintain your billing system. This autonomy allows your business to launch new products quickly and compete in the market more efficiently.