



## BROCHURE

# Infor Complete Billing System

## Banking

### **Drive commercial banking success**

Financial institutions need tools to elevate pricing, billing, and analysis of fee-based and payments-related products and services. The Infor® Complete Billing System (CBS) is a market-leading enterprise pricing and billing application with a strong modern user experience, integrated enterprise business intelligence, and analytics to help modernize business processes. Because the enterprise pricing and billing solution banks choose can have a significant impact on their success, Infor has designed solutions to help grow commercial bank service revenue.

### **Leverage modern revenue management**

Managing pricing and billing are critical components of a successful commercial banking relationship. The choice banks make in a technology solution to manage their relationships with commercial customers can help determine overall success. With Infor CBS, you can transform your bank's enterprise pricing and billing into a powerful system for increasing revenue, controlling risk, forecasting demand, and reducing costs. Implementing these pricing and billing systems can help position banks for future growth and stability.

**Prepare for growth with the modern pricing and billing tools available with the Infor Complete Billing System.**

Infor CBS helps banks:

### Transform commercial customer management

- **Increase revenue**—Grow commercial customers' fee-based revenue 2-11%, while increasing their deposits and driving liquidity. Identify and reduce revenue leakage using a variety of system and analytical tools.
- **Streamline processes**—Eliminate costly, error-prone, manual procedures in favor of strong, automated processing based on configurable business rules.
- **Expand insight**—Provide corporate customers and bank management with the 360-degree view of banking relationships they demand.
- **Think globally**—Provide pricing and billing in the languages and currencies chosen by bank customers.
- **Increase customer satisfaction**—Respond rapidly to RFPs and customer requests with accurate proposals and implementations.

### Respond to emerging priorities

- **Improve regulatory support**—Meet increasing regulatory demands with out-of-the-box support for ISO 20022 camt.86 BSB, AFP domestic and global service code definitions, Basel III, and global earnings credit rate programs.
- **Make better decisions**—Get clear information about the profitability of any customer or account to help relationship managers make sound decisions that optimize both service and profitability.
- **Use strategic pricing**—Improve the ability to view pricing across the relationship; provide the visibility needed to make agile changes, with more insight to help ensure price consistency and avoid unnecessary lost revenue.
- **Increase customer value**—Bundle services that can later be adjusted to create attractive service packages for the appropriate commercial customers.

### Implement a powerful global solution

- Use a single solution for global processing operations that encompasses powerful billing options with pricing flexibility.
- Create any combination of user-definable demographic and behavioral factors for assigning customers to pricing and rate packages.
- Realize value from a next-generation enterprise application including a billing statement capability in any language and currency.
- Manage pricing events, deal modeling, and pricing schemas using flexible modules.
- Integrate seamlessly with all bank CRM, transactional, deposits, and reporting platforms.

### Make customer service a priority

Commercial banks and corporate customers are competing in a very different business environment than they did a few years ago. Now, they need different things from each other. Infor CBS helps banks to easily provide comprehensive, fully consolidated pricing and billing services to commercial customers of any size or complexity.

### Rationalize relationship pricing

An innovative pricing and billing system should provide clear information about the profitability of any customer or account, including how to price all of one customer's business at the same time, how much risk a customer generates, and the likely profitability of one customer's business. Infor CBS delivers necessary information so your organization can help relationship managers make sound decisions about customer relationships that optimize both service and profitability.

## Experience modern pricing and billing

Maintaining consistent pricing is difficult if you have a fragmented view of customer relationships. Modern enterprise pricing and billing systems can give stakeholders the visibility and agility needed to ensure price consistency. Inconsistent pricing often leads to unnecessary lost revenue and makes it difficult for customers to understand the value of the services they use. With Infor CBS, banks can improve their ability to view pricing across the entire relationship.

With access to more accurate, detailed profitability information, banks with modern pricing and billing systems can easily bundle services and create attractive packages for commercial customers that reflect that customer's specific requirements. When banks can measure and adjust a customer's service package as business conditions evolve, they can improve their customer's business prospects and reduce risk.

Thanks to the emergence of data-driven research, many companies are moving away from demographic market segmentation. Demographic definitions like age, gender, income, or occupation don't offer enough actionable information. Instead, transaction patterns can offer more reliable clues about the preferences and future behavior of a prospect or customer. Banks gain valuable insights from a commercial banking customer's transaction history when their pricing and billing system has the analytic power to interpret past activity to assist forecasting future requirements.

At the same time, because of excessive concession pricing, outdated pricing schemes, and unjustified waivers, revenue leakage is all too common in commercial banking accounts. With analytics driven by pricing and billing data, Infor CBS helps commercial banks plug revenue leaks, so they can increase revenue with minimal incremental cost.

### What's included?

The Infor Complete Billing System delivers a wealth of end-to-end functionality to help navigate revenue management operations. Most importantly, it gives banks the tools and technology needed to help sales teams, product managers, and operations staff make more informed decisions about their modern relationship and billing environment.

### Solution highlights

- Powerful and scalable platform
- Deal forecasting and modeling
- On-demand billing summary
- Support for workflow review and approvals
- Multi-currency support
- VAT/GST compliant

The Complete Billing System bundle includes:

**Complete Billing System**—Create strategic pricing for commercial customers using Infor's core relationship pricing and consolidated billing engine. Banks can tame the complexity of the most sophisticated billing scenario with the advanced capabilities in the pricing module of Infor CBS, which can handle relationship modeling, operational price management, and pricing events. Impress corporate treasurers by presenting consolidated statements that span their full range of financial activity.

**Robust Pricing Engine**—Supports pricing across complex and high-volume relationships. Allows for flexible pricing strategies, massive processing scalability, and exception pricing where required. The most relevant pricing capabilities supported by Infor CBS include:

- Standard, exception, and profile pricing
- Relationship-pricing
- Discounts and promotions
- Consolidated pricing
- Generated services—creating service charges from within the billing system
- Pricing in any valid global currencies

**Deal Manager**—Propose and model new business banking competitive exception pricing deals for commercial customers and prospects. The proposed deals are routed through an automated workflow review and approval process. Give the sales force a powerful competitive advantage with the ability to generate price catalogues and CRM integration included with Infor CBS. Deal Manager can output configurable customer-facing pro formas to be included as part of a client presentation. Pro formas can display an optional, configurable cover letter, pricing disclosure, and rate disclosure sections. Pro formas can display internal service codes, AFP codes, and global AFP codes. Deals are analyzed across multiple dimensions on a configurable report. Approval for deals can be configured according to your bank's business requirements. When approved, new deals are automatically implemented for new and existing clients.

**Infor ION® process**—Provide the flexibility you need to make an often complex web of enterprise systems work together and customize specific approval workflows to ensure the right updates are made every time—all with Infor ION.

**Infor Birst®**—With easy access to the insight and information stored within Infor CBS, managers can better serve customers, increase deposits, set fees, and reduce costs. Infor Birst provides a network of interwoven virtualized business intelligence instances on top of a shared analytical fabric. Birst also delivers the speed, self-service, and agility front-line business workers demand, with the scale, security, and control to meet rigorous corporate data standards.

## Satisfy corporate treasurers' expectations

Corporate treasurers now hold broader strategic responsibilities than in the past. Today's corporate treasurer is expected to meet far higher performance standards for cash management than before, while also navigating a more complex business and regulatory environment. They must also create a portfolio of payment instruments, both on the receivables and payables side, to increase customer loyalty, strengthen vendor integrations, improve competitiveness, accelerate the cash cycle, and reduce risk. In the face of those demands, treasurers put extra value on a relationship with a bank that contributes solutions and minimizes the added effort of complex bank statement reconciliation.

## Compete on new terms

- Expanding regulations and changing economic trends now drive banks to put a priority on winning and retaining large commercial customers. Banks that can quickly serve those needs and bill accurately while meeting revenue targets can create a permanent competitive advantage.
- 21 of the top 30 global banks rely on Infor to help them retain leadership in the increasingly competitive market for commercial banking services.
- The Infor Complete Billing System is the only solution that allows your institution to provide comprehensive, fully consolidated pricing and billing services to commercial customers of any size or complexity.

Meanwhile, corporate treasurers and finance departments can no longer afford to deal with opaque, poorly organized bank billing statements. In some cases, changing banks is a better business decision than staying with a bank that can't provide the needed visibility and flexibility. Many commercial banks are discovering that to retain or gain customers, there's no substitute for a pricing and billing system that helps the customer see the value of the services the bank provides, and accurately represents the pricing of those services. Infor CBS lets you offer customers flexible, responsive, relationship pricing, while meeting revenue targets and improving customer satisfaction. The sales force also gains a powerful tool for demonstrating value to prospective customers.

## Meet increasing regulatory demands

It's not uncommon for RFPs related to new banking business to require that the bank adopt standards such as ISO 20022 and Bank Services Billing (BSB), which support a bank's ability to deliver billing data in formats that include both AFP domestic and global source code definitions. These codes provide a standardized view of bank services for each financial institution used by the corporation. That standardized view gives corporate customers a clearer picture of their total financial position and exposure to risk.

Another set of standards, the Basel III banking standards, requires banks to hold more high-quality, tier-1 capital against total assets, and to meet new reserve requirements. To satisfy those increased standards, while protecting profitability, banks can use data drawn from Infor CBS to prove their assessments of risk for the commercial banking assets they hold. That same data can also help you tailor pricing packages—such as bundles, tier, range, and blended—that incentivize customers to keep greater volumes of deposits in the bank, which can help the bank satisfy capital requirements.

An additional approach is to launch earnings credit rate programs, which also tend to increase cash on deposit. For decades, earnings credit rate programs only existed in the US as a response to regulatory requirements, but they're now finding favor with non-US banks as well. Many banks find that earnings credit rate programs can also help attract the desired deposit mix, which can supplement and improve the bank's risk profile. The Infor CBS is uniquely positioned to support these features—not found in other applications.

## Infor is investing in the roadmap

New features are continually being added to the application that support innovation. With the Infor Complete Billing system, ensure your bank can offer features such as:

- **Hybrid accounts**—Paying hard dollar interest on excess ECR.
- **Free items bundling**—Calculate based on balances or specify a number of free items to be applied across a specified number of services.

## Achieve mutual benefits with modern pricing and billing

Financial institutions need tools to elevate pricing, billing, and the analysis of fee-based and payments-related products and services. The Infor Complete Billing System is a market-leading enterprise pricing and billing application with a modern user experience, integrated enterprise business intelligence, and analytics. With the Infor Complete Billing System, you can implement a powerful global solution, transform cash and treasury management, respond to emerging priorities, and keep commercial customers happy.

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INF-2441406-en-US-0221-1