

# **AdvancePay — The Prepaid Alternative**

## **Increase Revenue & Boost Customer Satisfaction**

With customer expectations on the rise and digital channels expanding, it takes advanced customer experience management technology to stay ahead of the curve.

As part of IDI's CostGuard® B/OSS suite, AdvancePay offers a flexible, robust environment for entering new markets without the significant investment required for traditional pre-paid platforms — providing the ability to increase revenue and customer satisfaction to successfully compete in the pay-in-advance marketplace.



## Leverage The Power Of One Platform To Get The Most From Your Prepaid Service Orders

AdvancePay's patented technology combines the best characteristics of post- and pre-paid mobile services, enabling providers to leverage the benefits of an integrated solution — eliminating complexity and expense while delivering the ability to grow revenue quickly by expanding into new markets.

### AdvancePay Features & Benefits

#### Service Design

- ▶ Leverage one OSS/BSS/POS solution
- ▶ Service purchased at point of sale
- ▶ Provide service for a defined interval of time and/or service balance
- ▶ Manage service renewals at retail or agent store locations, via a phone call to customer support or automatically via a credit card on an as-needed basis
- ▶ Mirror post-paid product offerings in pay-in-advance model
- ▶ Tie rated records to a customer for market trending analysis
- ▶ Provide integrated pay-in-advance and post-paid general ledger

#### Product Catalog

- ▶ Provide separate plan and enhanced service balances
- ▶ Configurable options for flexible plan creation (e.g. bundles, features, roaming minutes, etc.)

- ▶ Allow for bundled or a la carte feature pricing
- ▶ Define the number of days before expiration
- ▶ Define a retail price for each allotted balance (e.g. \$20 for 200 minutes, \$30 for 400 minutes)
- ▶ Manage independent unit balances per the specific AdvancePay product purchased. The balance(s) is debited as usage is incurred and credited as renewal purchases are tendered

#### Automation

- ▶ Monitor ongoing usage
- ▶ Re-establish service upon renewal, after expiration or balance depletion with ease
- ▶ Create configurable options to automatically:
  - ▶ Alert subscribers via SMS of low balance or service expiration
  - ▶ Suspend or hotline service and/or enhanced features at specific thresholds based on business rules
  - ▶ Auto-debit a subscriber's credit card upon expiration or balance depletion



### Let IDI Help You Build A Better Experience With AdvancePay — Talk To Us Today.

To learn more about integrating AdvancePay into your solution, talk to your Account Manager. You can also contact us at **888.924.4110** or visit [idibilling.com/contact](https://idibilling.com/contact).