SMART BILLS. SMARTER EXPERIENCES. |||||||||||||||||||||||||||||

Generate, Archive, And Distribute Bills Seamlessly With Infosys Bill Presentment Solution

Across industries—from telecom and insurance to healthcare and utilities—billing remains one of the leading causes of customer frustration.

Disjointed processes, delays, and lack of clarity often result in poor experiences and lost trust. It's time to reimagine bill presentment as a seamless, customer-centric journey.

Key Industry Challenges

Confusing bill layouts
Poorly designed bills with complex terminologies and unclear due dates

Bill shocks
Hidden fees or sudden changes in billing amounts

High call volumes
Billing-related calls to contact center driving operational costs up

Limited payment options
Limited or inconvenient payment methods deterring customers from paying their bills on time

Customer churn
Poor billing experiences driving customers to switch to competitors

Infosys Services and Solutions

Our platform automatically **generates** detailed billing (Invoice/bills, Credit Notes, Collection reminders, Payment plan contracts) based on usage and transactions

→

These bills are securely **archived** for easy retrieval and compliance

→

The bills are **distributed** to customers through the preferred channels, such as email, SMS, paper or a portal

Our solution brings in a highly configurable and auto-scalable SaaS platform with a suite of managed services, offering expert support and personalized care.

Digital Platform – Key Features

Intuitive Template Designer
Design and create bills with 50+ bill templates for B2B, B2C, and SOHO customers

Complete Control
over bill processing

Seamless **Integrations**

QR Code
payment enabler
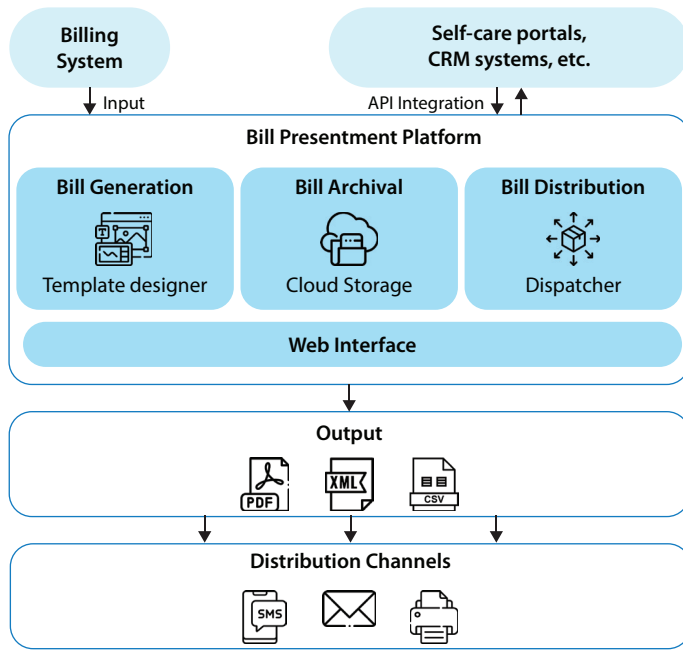
Multi Distribution Handler
Processes multiple inputs (JSON, TXT, DAT, XML, DB) and outputs in PDF, AFP, XML, CSV, EDI & UBL

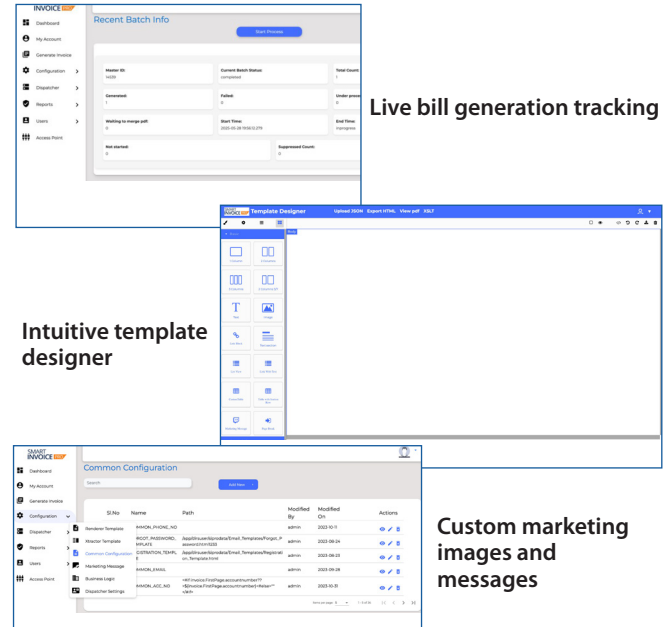**Zero touch and 360-degree** visibility into bill processes
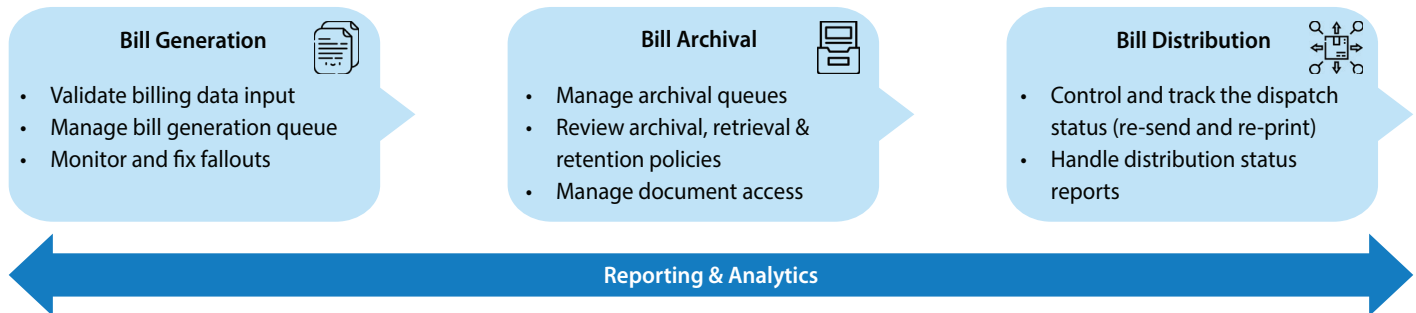
Role-based access

Multi-lingual support

Our Solution Architecture

Billing System

Self-care portals, CRM systems, etc.

Input

API Integration

Bill Presentment Platform

Bill Generation	Bill Archival	Bill Distribution
Template designer	Cloud Storage	Dispatcher

Web Interface

Output

PDF · XML · CSV

Distribution Channels

SMS · Mail · Print

Platform That Speaks Simplicity

Live bill generation tracking

Intuitive template designer

Custom marketing images and messages

Managed Services

Bill Generation
- Validate billing data input
- Manage bill generation queue
- Monitor and fix fallouts

Bill Archival
- Manage archival queues
- Review archival, retrieval & retention policies
- Manage document access

Bill Distribution
- Control and track the dispatch status (re-send and re-print)
- Handle distribution status reports

Reporting & Analytics

Benefits

Higher Operational Efficiency
- ~70% drop in change requests
- ~60% drop in processing time
- ~50% reduced support calls

Unified Billing Experience
- One platform for seamless bill presentment across diverse systems

Up to 35% OPEX Savings

Enhanced Customer Experience
- Enhanced bill quality
- Reduced bill shocks

Increased Digital Adoption
- Reduction in paper bills
- Impact on ESG objectives

Our Strategic Partnership

Diksha

Infosys®
Navigate your next

For more information, contact infosysbpm@infosys.com

Infosysbpm.com

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