

Atos Origin Sweden

Atos Origin Sweden, formerly SchlumbergerSema, has exploited the benefits of one central database to establish an Internet-based bill and statement offering that is providing up to 10 million telecommunications subscribers from Sweden to Italy with a state-of-the-art electronic billing and payment service.



Atos Origin Sweden AB is one of Europe's foremost electronic billing and payment (EBP) service providers. Formerly part of SchlumbergerSema, the bureau is now part of Atos Origin, the French IT consulting, systems integration and managed operations giant with annual revenues of EUR 5+ billion and 50,000 employees across 50 countries. Run entirely out of Atos Origin's center of operations near Stockholm, the Biller Service Provider (BSP) platform runs a pan-European operation that handles high-volume bill, invoice and statement delivery for one of Europe's largest telecommunications providers, as well as a major Swedish bank and other mass-market biller customers.

Over the past two years, Atos Origin has been developing a sophisticated EBP service that provides new layers of customer service benefits to biller clients and end customers, especially within the business to business (B2B) segment. Underpinned by CheckFree i-Series, the world's leading electronic billing solution, Atos Origin now provides its flagship telecommunications biller with a state-of-the-art e-billing service for up to 10 million corporate and consumer telecoms subscribers from Sweden to Italy.

Supporting a central service hub

When Atos Origin first decided to create a paperless, Web-based alternative to its traditional print and mail business in 2002, the company approached those systems integrators and software vendors it felt could not only deliver a superior service, but also get it to market quickly. The solution platform had to be scaleable enough to handle a rapidly expanding market, which would eventually stretch from one end of Europe to the other. It also had to be robust enough

to support many millions of users from a single, centralized billing database located at the company's outsourcing headquarters in Sweden. Ultimately, Atos Origin chose the CheckFree i-Series software and CheckFree's local partner Emitto Nordic, experts in systems integration of the CheckFree i-Series product.

Roger Wrede, head of e-Billing Business/Output Services at Atos Origin Sweden, comments: "We chose Emitto Nordic as our systems integrator because we knew they could provide the best service. As far as the EBP platform was concerned, it was clear from the start that CheckFree was the vendor of choice. They supply the most advanced e-billing and e-statement solution on the market and have a worldwide base of implementation and development expertise. We believe that CheckFree's track record in working with some of the world's largest billers and specifically BSPs, plus CheckFree's solid history of success in a wide range of billing environments will be a major benefit in handling the complexities of our multi-country service. The i-Series solution suite is sophisticated yet flexible, easy to work with and seamlessly integrates with our existing archiving and external systems."

European roll-out

Atos Origin began implementing CheckFree i-Series in March 2002. In May, the service went live with its first customer, a large Swedish bank. By June, it was being rolled out to Atos Origin's second major biller, one of Europe's leading alternative fixed and mobile telecommunications companies. Atos Origin is now providing EBP services for subscribers in Germany, Austria, Spain and Italy, with a French service currently under development. When this goes live, it will be available to almost 10 million B2B and business to

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consumer (B2C) telecommunications customers across five countries, representing about half of this biller's total customer base.

Value-added services for business

Although initially aimed at B2C subscribers, Atos Origin is

developing an increasing focus on the corporate market, powered by the advanced business support tools of CheckFree i-Series. For end-users, these value-added tools, which can be bundled in with the e-billing service, include a range of operational efficiency and decision-enhancing capabilities. These include corporate hierarchy mapping and split-billing capabilities, data analysis and reporting tools, rapidly customizable invoice summary layouts, flexible data access and accounts payable workflow.

These add-ons are proving so popular with corporate telecoms customers that Atos Origin is now planning to make them available to other industry sectors like financial services, manufacturing, distribution and retail. One of Atos Origin's most recent client successes is a large manufacturing company which has identified e-billing as the most efficient way to achieve global distribution of its high volume invoices to its retailers. And since a single invoice may contain thousands of line items relating to component purchases, paperless benefits such as online bill query, analysis and data downloading are an obvious benefit to busy corporate customers and their accounts payable staff.

Electronic Billing and Payment for online banks

Europe's Internet banks are now seeing the benefits of EBP, and many are now starting to offer e-statement presentment, bill consolidation and e-payment services

to their customers. Atos Origin has been quick to stake a claim in this rapidly-growing market and since late 2002 it has been providing e-billing and e-statement services to one of Sweden's largest banks. As with much of Scandinavia, customers of this bank are highly Internet-savvy – of its 6.5 million customers, over one-third regularly use the bank's online banking services. Supporting it all at the back end is the powerful CheckFree i-Series platform, which is also connected to Sweden's other major Internet banks so that customers can pay online from their preferred Web site.

Archiving goes electronic

The traditional archiving of bills, invoices and statements can be a complex operation, requiring highly sophisticated software and a significant hardware and maintenance investment. One of the benefits of the e-billing service is that Atos Origin is now able to offer a cost-efficient, invoice retrieval service. By leveraging the power of CheckFree i-Series, with its ability to integrate into a wide range of legacy data systems and back-end archives, Atos Origin has developed a powerful, on-demand, real-time archive repository, benefiting end customers and customer service operations with rapid access to disparate and historical information.

In just under two years, supported by CheckFree and their local partner Emitto, Atos Origin Sweden has created a highly sophisticated e-billing service to improve the customer experience across a growing number of companies and in a growing number of countries across Europe. It is also one of the BSPs at the forefront of developing online e-billing and e-statement services for the banking industry – a market that is expanding apace.

To learn more about how CheckFree i-Solutions can improve your services offering, visit our Web site at www.checkfreeisolutions.com. Or, call 1-800-964-4552 toll free in the United States and Canada, and +44 (0)1753 567896 in the United Kingdom and Europe.



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