

Solution Brief

Oracle Communications Billing & Revenue Management Solution and
Pitney Bowes Business Insight Communications Industry Solution Suite



 **Pitney Bowes**
Business Insight

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Executive Summary

In the extremely dynamic communications industry, where convergence, consolidation and competition meet, the requirement for operational excellence is not a choice, it's a requirement.

Customers demand higher service-levels and the latest capabilities. Shareholders expect greater financial performance. Governments are looking over your shoulder and watching your every move. Every day, communications providers are being asked to acquire customers more effectively, to find the hidden potential in their markets, to make network decisions to maximize ROI, to boost retention rates, to expand capacity, and to deploy new revenue-generating services—all while relentlessly cutting costs. Wringing costs from your operation at the same time that you are improving and expanding your service seems contradictory at best. But do you have a choice? The marketplace says that you don't.

Now, more than ever, carriers are turning to Oracle and Pitney Bowes Business Insight (PBBI) to achieve order-of-magnitude improvements in your strategic business processes. With advanced billing and revenue management, along with solutions in communications intelligence, location intelligence, analytical intelligence and operational intelligence, these two leaders can effectively address communication industry challenges.

By implementing this combined solution, you can lower costs, improve operational efficiency, and improve customer satisfaction. Oracle and PBBI can truly deliver an integrated solution that helps you locate, connect and communicate with your customers.

This solution brief provides a high-level description of the solution that Oracle and Pitney Bowes Business Insight brings to the communications industry. Our solution is focused on three main areas for the communications service provider: serving the customer, improving operations, and reducing risk and ensuring compliance. By providing solutions in these three areas, PBBI and Oracle can help providers meet customer expectations, reduce costs, and flourish in a very competitive business environment.



Oracle and Pitney Bowes Business Insight

Partnership for the Communications Industry

The partnership between Oracle and Pitney Bowes Business Insight (PBBI) brings best-of-breed solutions to communications service providers throughout the world. Each partner brings strengths to the relationship which results in a solution for you that is second to none.

Oracle Communications Billing and Revenue Management system puts control of revenue management into the hands of the customer, providing empowering tools and capabilities which help you to succeed in today's increasingly competitive market while meeting changing consumer demands head-on. Many of the world's largest and most innovative service providers rely on Oracle Communications Billing and Revenue Management solutions to achieve their most critical business goals.

Oracle Communications Billing and Revenue Management release 7.3 was the first product release after the acquisition of Portal Software by Oracle, and represented the Communications industry's only fully convergent, real-time enterprise revenue management application. Since then, Oracle has released productized, business-process based integrations between Oracle Siebel Customer Relationship Management, Oracle Communications Billing and Revenue Management, Oracle eBilling for Self-Service and Oracle Financials and continues to enhance its products. Today's unified platform enables service providers to radically improve

time to market for new services, build stronger brands and lower operational costs, by managing, monetizing and maximizing each revenue stream for any customer type, service offering, partner relationship, payment method, business model or geography.

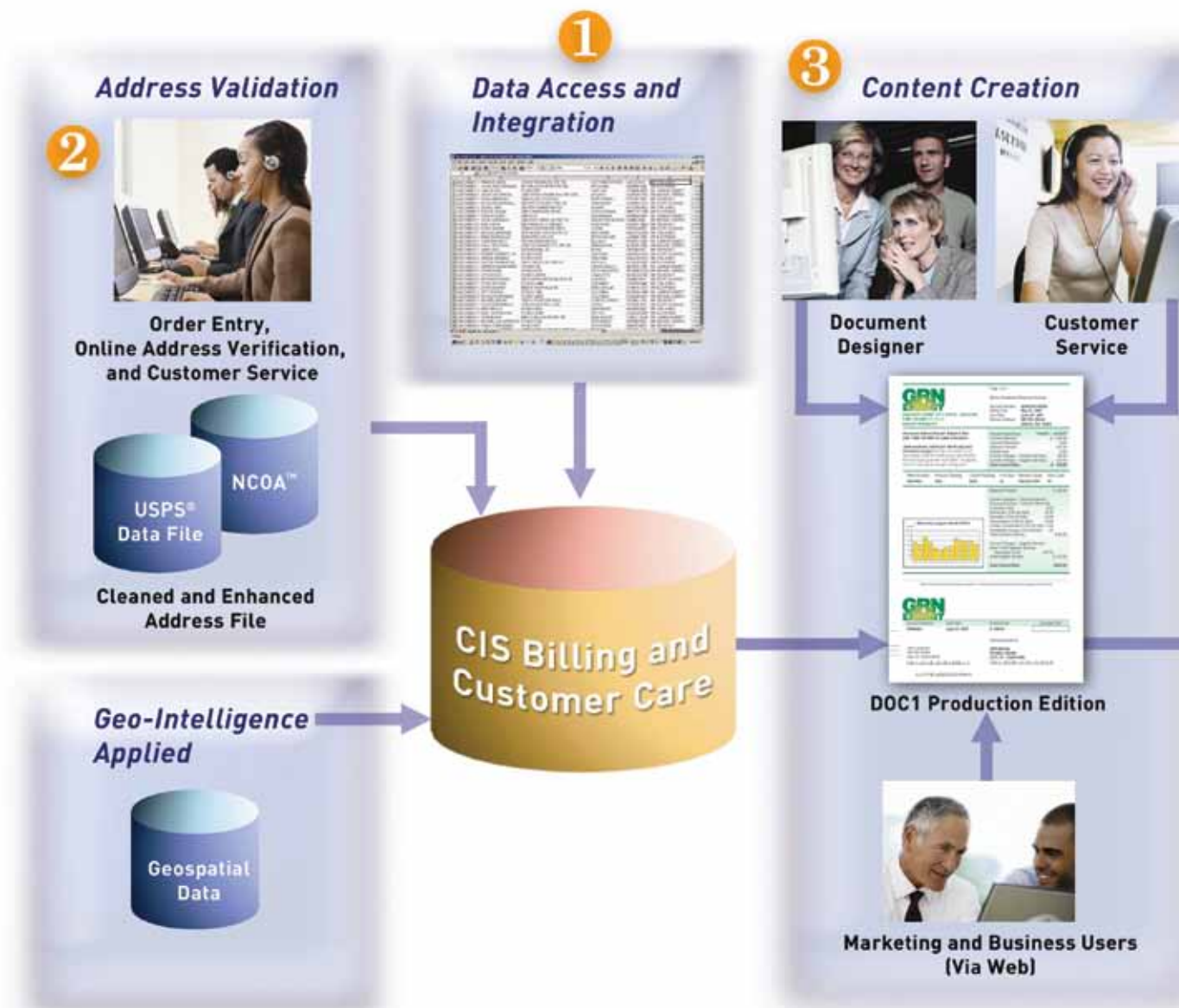
The Communications Industry Solution Suite from Pitney Bowes Business Insight perfectly complements and extends the capabilities of the Oracle Communications Billing and Revenue Management solution. Taking the sophisticated, detailed billing records from the Oracle system, PBBI's software solution provides attractive, easy-to-read bills which are delivered according using the customer's preferred method – via print, email, fax or on-line. The Pitney Bowes Business Insight Software Suite has tools to ensure that customer addresses are correct, that customers are accurately taxed, and that printed customer documents are mailed at the lowest cost. In addition, Pitney Bowes Business Insight Software provides rich functionality for operational management, which helps improve customer satisfaction and lowers overall costs.

Implementing a successful communications billing and revenue management solution is both a challenging and time-consuming process. PBBI and Oracle have deep combined experience successfully implementing complex Billing and Revenue Management solutions in the most demanding environments. We understand

the challenges of billing systems, and have a variety of billing management options to make the job easier, reduce risk, save time, lower costs and improve operational effectiveness. Combined, we not only know billing systems, we have in-depth experience helping organizations integrate solutions into their existing systems. The team of experts at PBBi and Oracle help define and refine your organization's requirements. We provide the appropriate solutions along with the industry's most capable professional services teams to implement them. This experience, coupled with a detailed support plan, ensures that you realize the full value and potential of your investment, now and in the future.

Billing Process Overview

1. The billing process begins by extracting billing and customer records from the Communications company's billing solution. After the data is extracted, it flows through a series of steps that correct customer addresses, format (create) the bills and prepare them for mailing and storage.
2. The recipient's address data is validated, corrected and formatted. The system performs Delivery Point Validation, which ensures that the billing address is deliverable, a requirement of the United States Postal Service® as of August 1, 2007. This step



also ensures that all of the information necessary to qualify for the maximum postal discounts is available.

- 3. Address and billing information is fed to Pitney Bowes Business Insight's DOC1 document composition program. DOC1 generates bills using the sophisticated formatting templates, which define the business rules and layout for each of your billing customers.
- 4. Bills are presorted to calculate postage discounts according to the current postal regulations. This step also produces the reports, which the Post Office requires for bulk mailing discounts.

- 5. The **e2™ Vault** is a highly efficient electronic document repository that allows immediate access to exact replica Bills, Field Orders, or Customer Letters.
- 6. Using the **e2™ Customer Service Option**, customer service representatives can retrieve and view the documents on-line, generate a PDF version to send out via email, or reprint the document to send in the mail. While viewing the information online, representatives can view a single bill or the entire billing history for a given customer.
- 7. Customers can also access their bills on-line using the **e2™ Self-Service Option**. Once logged on, they can make secure payments by ACH or credit card if you choose this optional feature.



Serve Your Customers

To be successful and remain competitive, organizations continually strive to reduce customer acquisition costs, improve customer loyalty and maximize the lifetime value derived from each and every customer. This becomes increasingly challenging with today's technology advances, greater dependence on the Web as a business conduit, and growing customer expectations for more personalized service.

Create Customer-Focused Bills

The powerful, flexible set of PBBI's **Customer Communication Management (CCM) solutions**, powered by the data from Oracle Communications Billing and Revenue Management, enables communications companies to create customer-focused bills and correspondence for delivery via print, fax, Web, email and SMS.

Well-designed, easy-to-read bills reduce inbound-service calls and reduce customer churn. One of the largest US-based communications providers found that over 60% of its billing-related inquiries could be eliminated by providing a clearer, better formatted bill. The CCM solution also enables carriers to differentiate themselves by providing large-print bills for elderly and visually-impaired customers, creating bills in the customer's preferred language and by formatting call detail records in the order the customer wants to view them. All of these customer-friendly formatting options are composed during a single production run to ensure operational efficiency.

Customer-focused bills can also be Marketing's secret and most cost-effective weapon. Using data from Oracle Communications Billing and Revenue Management, savvy marketers create relevant one-to-one up-selling and cross-selling messages for your online and printed communications. Message customization can be based on call detail records encouraging customers to switch to a more economical plan based on their calling patterns or based on location intelligence advising the consumer where the nearest retail store is located. Imagine being able to print a coupon for the purchase of the latest phone/PDA at the store most convenient to the customer at the end of the customer's 2-year subscription, when

churn is highest. Promotional messages on transactional documents can lower customer acquisition costs by reducing reliance on direct mail and other more expensive media, and also reduce churn, expand customer share, and enhance customer loyalty.

Communications service providers of all sizes require three major methods to communicate with customers. All three methods are provided in the Oracle/PBBI solution.

- **High Volume Output:** Based on its flagship product DOC1®, and powered by Oracle data, PBBI has been a leader in document composition and output for the communications industry for over ten years. DOC1's intuitive GUI enables rapid creation and deployment of even complex, multi-line commercial and residential bills. Since time-to-market is of utmost importance, DOC1 makes it easy to add new services to an existing billing application.
- **On-Demand Output:** Communications are delivered when needed, with no human interaction. Customer-oriented events – via Web, fax, phone, or transaction system – trigger on-demand output such as new service welcome packets and personalized brochures. Important communications such as service initiation applications can be tailored to the specific needs of an individual and presented instantaneously. Businesses worldwide are leveraging the PBBI Document Composition Service (DCS) to help close business on the spot, reduce costs, and enhance control over customer-facing documents. And, all of these capabilities are integrated directly and seamlessly into Oracle Communications Billing and Revenue Management.
- **Interactive Output:** Individualized, ad-hoc communications such as new service provisioning requires real-time information and human touch in order to complete.

Pitney Bowes Business Insight Software's **EngageOne Interactive**, based on a Service Oriented Architecture (SOA) framework, enables organizations to:



- **Easily Create Communications In-Context** – Through its web-based WYSIWYG (What You See Is What You Get) document editor, front-office users can easily create and manipulate communications in-context of the document itself, and present the document exactly as it will be printed.
- **Improve Business Process Automation** – With built-in document management, workflow, web services and optional archive for easy integration in existing systems, interactive documents can be shared and accessed across the enterprise.

- **Reduce Costs** – By relying on a combination of functions that reduce preparation time, organizations can accurately respond to more customer inquiries in a shorter time frame, and reduce production printing and mailing costs.

Ensure the Integrity of your Customer Data

Customer data is a company's most important asset. With every interaction, your customer is telling you something very important about themselves. Capturing this data accurately and completely, in a timely manner with a consistent format, is how smart companies create customers for life. While accurate customer data quality may once have been considered "nice to have", it is now a proven competitive advantage. This is especially true for mission-critical applications like telecommunications billing as well as governmental reporting and disclosure requirements.

To ensure the quality of the data within Oracle Communications Billing and Revenue Management, Pitney Bowes Business Insight Software **Customer Data Quality Suite (CDQ)** captures and validates customer information at the source, when you have them on the phone or when they're visiting your web site. This eliminates the need to do after-the-fact processing, when the customer data is already being used throughout your systems. This tool can also combine data from multiple, disparate sources to produce aggregated ("household") accounts for consolidated bills for either consumers or businesses. Finally, your basic customer information can be augmented and enhanced by appending phone numbers, adding demographic information or by precisely locating that customer by geo-coding (adding longitude and latitude) their address.

The PBBI **Enterprise Address Management** solution enables management and intelligent updating of name and addresses data to drive cost reductions and revenue enhancement impacting large volume/high cost operational levers like statement production, marketing and contact centers. We enable communications providers to capitalize on a more accurate view of your customers This industry-leading solution makes it

easy to match, de-dupe and consolidate data into a single, comprehensive customer record — giving you the insights you need to enhance customer loyalty and lifetime value.

Improve Customer Service Response Time

PBBI's **e2 Vault** is a sophisticated, highly-efficient electronic document repository for your customer bills, correspondence and other system generated documents. It is fully integrated with the DOC1 document generation system.

Customer Service representatives can easily access the latest bill, or any past bill that is stored in the system, from their desktop. The customer service representative sees an exact replica of the bill the customer received, which reduces call handling time while building customer confidence in your service. Once the bill is displayed, it can be printed or emailed if the customer, or anyone else, needs a copy. In addition, all documents are stored in a highly compressed format that use significantly less storage than required for a PDF image of your bill.

Another advantage of the e2/DOC1 integration is that all of the technology required to file the documents, including the indexes required to access the documents by customer, by date or by number, is built into the system. Unlike competitive systems, which require indexes to be built after the fact, the e2 system allows access to documents within minutes of the completed billing cycle.

Reduce Customer Service Calls

Customers today are Internet-savvy. They expect the companies that they buy from to allow them to view and print their bills through their browser, 24 hours a day, 365 days a year. However, for many communications companies, implementing this solution can be costly and difficult without an integrated approach that leverages your investment in hardware and software.

The PBBI **Self-Service Option** allows your customers to have immediate Internet access to their bills. All you need to do is develop a simple login page on your

website to provide access to this powerful capability. Once logged on, your customers can retrieve any bill that you have stored for them, in the same exact layout as their printed bill. When they have it on their screen, they can view it, print it, pay it, or download a copy to their own computer for permanent storage. A downloaded electronic copy eliminates the fear that some customers have of not having a permanent copy for their records. Your customers can access the system at any time of the day or night at their convenience.

Overall, the PBBI Software e2 Self-Service Option reduces calls to your Customer Service team, improves your brand, and increases customer satisfaction.

Improve Your Operations

Communications providers all over the world use location data to plan, maintain and service your wireline, wireless, cable and utility networks. You can rely on Pitney Bowes Business Insight for superior location intelligence solutions. Our comprehensive suite of software, industry data and consulting services, tied in to the Oracle Communications Billing and Revenue Management Solution, helps you make your networks more effective, efficient and profitable. With these powerful tools, you can better understand market demographics, analyze competitive threats and plan logistics.

Maximize Postal Discounts

The cost of mailing bills and other correspondence continues to increase. For many billers, it represents a sizeable share of their operating budget. And the United States Postal Service® promises annual reviews (and likely increases) of postal rates. In addition, the USPS® and other postal organizations now require greater accuracy for postal addresses. Undeliverable mail costs them a lot of money, and they want to make sure that undeliverable addresses are reduced or eliminated by providing financial incentives and penalties for volume mailers.

To ensure deliverability, the recipient's address data is validated, corrected and formatted by PBBI Software's powerful Code-1 Plus®. Code-1 Plus formats the address according to USPS® standards by appending address directionals and street suffixes and assigning a ZIP Code. It compares the address to the National Change of Address (NCOA) registry to determine if the recipient's address has changed. It then performs Delivery Point Validation, a requirement of the United States Postal Service (USPS) as of August 1, 2007, which ensures that the address is deliverable according to the USPS. Finally, it produces the USPS 3553 CASS Report for submission to the USPS.

To qualify for postal discounts, PBBI's Mailstream Plus® presorts the bills and calculates postage discounts according to the current postal regulations. This process produces the USPS 3600 Postage Report, which is required for bulk mailing discounts.

Starting January 1, 2009, the USPS® plans to replace the POSTNET™ and PLANET® barcodes, requiring that every piece of mail be uniquely identified by an Intelligent Mail® Barcode (IMB) in order to receive a postal discount. This new "intelligence" technology affords mailers opportunities to access USPS tracking and address change services, improve delivery of mail, increase operational efficiencies, and provide greater visibility into the mailstream. Meeting this mandate is essential to realizing the millions of dollars of savings in postal discounts that are available to large-volume mailers. Understanding this requirement, and its advantages and implications, is important to the long-term growth of your business.

MAIL 360, the Pitney Bowes Business Insight Software Intelligent Mail Barcode solution provides an end-to-end answer for IMB compliance. In addition to securing the postal discounts, IMB compliance will also:

- Reduce the cost of disconnect/reconnect and waived late fees because you can really see if the check is in the mail
- More effectively time collection calls with known mail arrival

- Improve timing and effectiveness of telemarketing campaigns
- Resolve and recover payment more quickly

Innovations in the mailstream will allow marketers to better track their results, operations teams to save substantial amounts on postage and compliance officers to satisfy the USPS. Pitney Bowes Business Insight, with over eight decades of postal experience, can help guide you through this critical transition and help you make the right decision that meets your needs and the needs of the postal service.

Manage Boundary Data

The PBBI **Regulatory Data** solutions allow communications providers to visualize and manage the wireless, wireline, and cable industry regulatory landscape. The foundation for this robust offering is a group of industry leading data sets focused around key elements of the communications industry infrastructure.

The **ExchangeInfo™ Plus** data set contains key telecommunications infrastructure data, based upon a comprehensive census of every wire center in the United States and Canada. Complex, robust analyses of the local telephone exchange system are possible with ExchangeInfo Plus. Pitney Bowes Business Insight's Software's rigorous methodology, extensive research, ongoing customer feedback mechanism and monthly update process insures that the communications infrastructure databases are the most accurate, current databases of their kind.

The **RateCenterInfo™** data set contains the boundaries that define the service area for NPA/NXXs in the United States. RateCenterInfo is built using industry standards that take the guesswork out of local number portability. Market and competitive analyses are also easily performed with RateCenterInfo enabling carriers to understand the competitive pressures at a click of a button. RateCenterInfo also includes number pooling. Users are able to better understand the competition within a rate center with this detailed line range data as well as the operating company service types, which allows users to quickly understand the types of companies operating in a rate center.

The **MobileMarketInfo™** data set is a comprehensive product for mapping and analyzing the wireless license landscape. Complete with market partitioning and frequency disaggregation, MobileMarketInfo consists of Cellular Market Areas (CMA) and Personal Communication Service Areas (PCS). MobileMarketInfo can incorporate FCC textual data, in conjunction with internal research, to provide geographic definitions of the CMA, MTA and BTA market areas.

The **MediaPrints™** data set is a powerful product for visualizing cable franchise coverage areas, as it provides digital maps of more than 10,000 United States cable systems using the nation's premier source of United States cable system boundaries and data. MediaPrints includes digital service areas, high speed Internet access areas, with cable systems overbuilds that are represented as a separate mapping layer.

Optimize RF Coverage

The Pitney Bowes Business Insight Software **RF Optimization** capabilities provide wireless operators a sophisticated solution for designing, managing and optimizing your most important asset- your wireless coverage and capacity.

It is critical for wireless providers to perform detailed and accurate network modeling to design and update their networks. Pitney Bowes Business Insight partnership with Mentum provides a wireless network design and optimization suite that incorporates Mentum's RF Modeling expertise with Pitney Bowes Business Insight location intelligence analysis to incorporate RF propagation modeling, switch-based performance data, drive test measurements, frequency planning, quality of service analysis and RF interference analysis. This allows communications service providers to simulate the impact of growth on network capacity and service quality, improve overall network performance and lower network deployment costs significantly by striking the right balance of coverage, capacity and service quality.

Determine Wireless Coverage

The Pitney Bowes Business Insight **Coverage Locator** determines if a service is available from a wireless telecommunications operator. This critical solution utilizes an operator's coverage data and displays it on map located by an address. This coverage map is color coded by categories of coverage quality and a legend is available that describes the quality of service. The user can change which coverage map to view when multiple wireless technologies are available, for example: CDMA, EVDO, 1X and roaming partners. In addition to the request processing, statistical data is logged for analysis and reporting. This data can be mined to determine where potential subscribers are located and then used to determine network build out requirements and reduce churn.

Optimize B2B Sales Territories

MarketBalance™, the PBBI sales territory optimization solution, allows communications providers to model B2B sales demand, to model sales capacity, and to create sales territories that are optimized for achieving revenue and penetration goals at a product-line level. MarketBalance helps communications companies increase B2B sales by uncovering hidden market potential and showing you how to deploy your sales force more effectively and more dynamically. MarketBalance provides communications companies with a smoother path to realignment and helps sales management drive sales results and apply the knowledge derived from data analysis to optimize resources.

Intelligently Select Retail Sites

For Communications Service Providers, site selection regarded as one of the single most important ingredients to brand performance. Our **Retail Site Selection** capabilities will help you identify new sites and profitable in-fill opportunities in existing markets, determine which stores to close, relocate, or renovate and optimize store networks for peak profitability. It will also help predict a brand's ultimate build-out potential, maximize market share and per-unit sale performance and quantify sales transfer/cannibalization between locations. Retail site selection can make or break your retail operations. Our tools help you make the right decision the first time, and help you optimize the impact that retail locations have on your business.



Profile and Segment Customers

Understanding customers and how to find more people like them is key to sustainable growth. With PBBI **Customer Profiling & Segmentation** solutions, you can create customer profiles to compare and analyze your customer's lifestyle, purchase behavior, media habits – even what kind of car they drive – to optimize merchandising strategies and increase sales. With this solution, you can use customer profiles to locate new prospects, identify new markets and clusters with similar traits, and target your marketing to convert prospects to customers. Your marketing organization can quickly correlate addresses with network service offerings and predict product demand and evaluate cross-sell opportunities resulting in increased efficiency and improved ROI.

Reduce Your Risk and Ensure Compliance

Reduce Identity Theft

As part of the Fair and Accurate Credit Transactions (FACT) Act of 2003, the Federal Trade Commission (FTC), the federal bank regulatory agencies, and the National Credit Union Administration (NCUA) have issued regulations called the Red Flag rules requiring financial institutions and creditors including telecommunications carriers & utilities to develop and implement written identity theft prevention programs. The programs must be in place by November 1, 2008, and must provide for the identification, detection, and response to patterns, practices, or specific activities – known as “red flags” – that could indicate identity theft. Some examples of these red flags are:

- Alerts, notifications or other warnings received from consumer reporting agencies
- Notices from consumers, victims of identity theft or law enforcement officers



- Suspicious personally identifying information (e.g., inconsistent or mismatched addresses, social security numbers, etc.)

Identity theft has skyrocketed to the forefront of consumer concerns. Pitney Bowes Business Insight Software solutions help you to ensure that your customer's private information is managed and controlled.

Provide Sarbanes-Oxley Compliance

Many communications companies use DOC1 and DataFlow™, PBBI Software's data integration tool, to comply with the reporting requirements of the Sarbanes-Oxley Act of 2002. Two sections of the Act are relevant to the billing process. Section 302 covers the accuracy of financial statements, specifically stated income tied to customer billing. Section 404 of the Act covers internal

controls and dictates that generated bills were actually mailed to customers.

To help comply with these guidelines, PBBI extracts audit logs from four key steps in the billing production process:

- An Extract Audit as data is pulled from the billing system into the print production process.
- A Composition Audit that tracks each bill as it merges the data with the print layout.
- A Printing Audit that validates that each bill was physically printed.
- An Insertion Audit that verifies that each of the bills was stuffed into an envelope.

These four audit logs are then consolidated using Dataflow. Once the merged file is created, a program compares the data from the four audit logs and identifies those bills that did not complete each step. The communications company receives a comprehensive set of processing and exception reports for compliance management. Finally, PBBI Software has enhanced the print production process to ensure that it can be physically audited in support of the requirements of the USPS.

Ensure Correct Sales Tax Calculations

Communications companies struggle with the challenges of accurate tax assignment every day. If it's not worrying about audits and penalties for incorrect filings or dealing with understaffed and underfunded tax departments, then it's the reality of using outdated tax software products and the arduous task of researching over 10,000 state and local taxing jurisdictions. It is estimated that 20 to 30% of telecom and utilities industry taxes assigned to your customer by these districts are inaccurate, resulting in as much 20% of taxes within the communications industry being overpaid.

The PBBI Software **GeoTAX® Enterprise Tax Management** solution provides the necessary tools to centralize your entire corporate tax jurisdiction processing needs while supporting critical tax compliance issues. Fully integrated into Oracle Communications Billing and Revenue Management, your business receives current jurisdiction assignment to customer and employee address records. GeoTAX can also help reduce your financial risks and regulatory liability thereby helping save your company considerable tax research, tax management resources and ultimately, dollars.

The GeoTAX database is automatically updated so that you don't have to worry at any time whether you are in compliance or not. The GeoTAX feature is so well regarded that both Florida and Colorado have certified the GeoTAX jurisdictions so that your organization will be "held harmless" for any errors made in the tax calculation – if you're using GeoTAX.

Improve Network Resiliency

The PBBI **Risk Data Suite** enables communications providers to make better informed network management decisions to minimize service interruptions and plan for contingencies in the event of a disaster. It provides a comprehensive view of the potential threats that can often impact network performance.

With network infrastructure and company assets dispersed across large geographies, planning for the "what if" scenario is essential. Although you cannot control risk, being able to analyze this data for enhanced management of a company's assets drastically improves business continuity planning. The following data is available for more comprehensive risk analysis:

- The **Historic Weather** data set includes a natural disaster database consisting of earthquake fault lines and zones, as well as historic weather data on the location of previous hurricanes, hail storms and tornados. This enables providers to place infrastructure where it is least likely to be damaged by weather, helping keep networks up and running 24 hours a day, seven days a week.
- The **Real-time Weather** data set provides current views of weather risk exposure as events unfold, enabling communications companies and electric utilities to prepare for potential outages by re-allocating assets and securing network infrastructure.
- The **Political Risk** data set identifies the likely severity of violent and political risks on more than 3,800 global points of interest that can be evaluated by political or geographic boundaries, helping communications companies limit liabilities and determine optimal placement of infrastructure facilities and employees.
- The **Crime Risk** data set provides locations of crime along with loss history to protect human and corporate interests. Communications companies can now establish safe proximity rules with a radius threshold analysis that determines a site's overall risk.



CONCLUSION

Oracle and PBBI provide industry-leading solutions for communications service providers in the areas of billing and revenue management, operational, and customer service. Numerous providers have gained significant competitive advantage by deploying these easy-to-use solutions while reducing costs and maximizing revenue from new and existing customers.

This Solution Brief is just the beginning of the story. Our numerous case studies describe how communications providers throughout the world, of all sizes, have

benefited from the rich suite of Oracle and Pitney Bowes Business Insight applications. Detailed White Papers cover these topics in great depth and provide technical insights describing how these solutions work. And finally, our seasoned team of sales engineers and industry experts provide you with a tailored solution that fits your needs today and in the future. Contact us today to understand how we can help you and your organization benefit from these solutions.

Improve the Effectiveness of Your Billing and Customer Care

Learn more about these comprehensive, integrated solutions from Oracle Utilities and Pitney Bowes Business Insight. For more information please contact:

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Pitney Bowes is a leader in end-to-end integrated mail solutions. Our leading-edge hardware, software and services can help you grow revenue, cut costs and strengthen customer loyalty, to drive your long-term profitability.

Oracle is the world's leading supplier of software for information management and remains the gold standard for database technology and applications in enterprises throughout the world.

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