



TELECOM ACHIEVES FIVE YEARS OF FLAWLESS DELIVERY WITH STREAMLINED BILLING

TELECOM NEW ZEALAND (TNZ)

/// CASE STUDY



Telecom New Zealand's billing statement is its most frequent form of communication with more than 2 million customers. When Telecom entrusted its outbound document processing to EDS, an HP company, it expected consistent, gradual annual improvements. What it got was perfection - and peace of mind.

CLIENT PROFILE

www.telecom.co.nz

New Zealand's largest company, Telecom New Zealand provides a full range of Internet, data, voice, mobile and fixed line calling services to customers across Australia and New Zealand.

Industry:

Communications, Media & Entertainment

Founded: 1987

Headquarters:

Wellington, New Zealand

Employees: 8,560

Business Need Addressed:

Productivity

In June 2006, the Computer Operations team celebrated five consecutive years of flawless delivery of TNZ's bills - scoring a perfect 100 percent for 60 consecutive months.

Telecom New Zealand entrusted EDS to expedite revenue collection

For the last seven years, EDS has been Telecom New Zealand's IT provider. As part of this deal, EDS took over responsibility for managing Telecom's contracts with third-party IT suppliers, including the company that prints and distributes Telecom's monthly statements. To better meet Telecom's need for quicker revenue collection, EDS set out to automate much of the billing process.

Securely outsourcing this mission-critical task required a highly dedicated team of professionals. As always, EDS was up to the task.

EDS' automated billing helped TNZ dispatch statements within 24 hours

The timely production and mail-out of Telecom's bills is complex. The statement's journey from the billing system to the customer's letter box begins at EDS' Mayoral Drive Data Centre in Auckland. There, the EDS Computer Operations team starts the daily billing run. On peak days, it processes up to 290,000 accounts, representing millions of dollars in revenue.

To leverage EDS' expertise in large-scale print formatting and distribution, Telecom and EDS moved the production of Telecom's statements from a third-party processor in Auckland to EDS' BPO Document Processing Solution (DPS) Centre in Christchurch in May 2000. The Christchurch Centre is one of EDS' eight global leveraged ISO 9000-certified document-processing facilities. It specializes in capturing, digitizing, storing and archiving data - and in delivering high-volume print and mail services.

EDS INTEGRATES CUSTOMIZED MARKETING

EDS is also implementing a valuable customer-specific marketing tool for TNZ. As a customer's bill is processed, a feed from the customer's profile indicates which products and services the customer has and automatically "tags" the barcode on the printed statement. This enables the DPS team in Christchurch to add a selective insert to the customer's envelope, advertising a product that the customer does not currently have. In the future, EDS will enhance this system - and enhance TNZ's revenue stream.

Services featured

- Document Processing Services

Now, once the billing run finishes, the Computer Operations team sends the files to the Mt. Wellington Data Centre where technicians format the data into the layout customers see on their bill. The technicians then send the files electronically to the DPS Centre in Christchurch - more than 1,000 kilometers away - where they are printed, and within 48 hours, dispatched to New Zealand Post. The DPS team members maintain the highest standards and routinely critique their own work. They take great pride in hitting their service levels and constantly seek to exceed expectations, without compromising service to other clients.

Furthermore, in response to a request from the New Zealand Commerce Commission, Telecom introduced 'Fixed Day Billing' in July 2006. This new billing schedule enabled TNZ to standardize the calculation of how many free minutes each customer uses from month to month. The switch required the DPS team to increase its processing from 24 hours a day, six days a week, to 24/7 - all part of EDS' end-to-end solution.

Customers now receive bills faster while Telecom collects revenues faster

In the first year of operation, EDS' DPS team met its print/mail-related service levels 95.5 percent of the time. Five years later in June 2006, the team celebrated five consecutive years of flawless delivery - scoring a perfect 100 percent for 60 consecutive months.

In addition, the DPS team continues to set new records for their highest-priority service level: releasing bills to New Zealand Post for delivery within 48 hours of the statement's processing. In mid-2002, the team began releasing as many bills as possible within just 24 hours. To meet this goal, the team now processes 26 working days a month rather than 19, as it did before. In December 2003, the team dispatched 29 percent of bills within 24 hours. That figure rose to 38 percent in June 2004 and to 56 percent in May 2005. In October 2006, the figure was above 70 percent, and the team expects to continue the upward trend. Today, customers get their bills faster, and Telecom collects its revenue faster.

And thanks to the Fixed Day Billing initiative, the flow of billing data has 'smoothed' over the month. Today, mobile customers are billed on the same calendar day each month, and the transparency of the billing process has increased.

Altogether, since June 2001, EDS has processed and printed more than 1.8 million bills a month for Telecom without once missing a beat - dispatching a total of 129,600,000 statements from 676,800,000 images, on time, without fail.

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