

Consolidated Billing and Customer Management Solution

HickoryTech's SuiteSolution[®] satisfies the needs of today's communications service providers in the quickly changing telecommunications market. SuiteSolution introduces operational efficiencies in billing procedures and processes that result in documented savings of time and money.

SuiteSolution was developed in direct response to the issues being faced by HickoryTech's operating company in meeting consumer demand for a rating engine that handles multiple types of measured service. The result of this technology is available to service providers across North America who are looking for faster and better access to information, making them more competitive and improving customer satisfaction.

Featuring a user-friendly GUI (graphical user interface) on the front end of a time-tested billing engine, here are just a few of the benefits your company can realize from SuiteSolution:

- Supports New Market Opportunities – quickly adapts to creative pricing strategies & bundles
- Lowers Operating Costs – automates procedures to save you time and money
- Increases Efficiency – step-by-step processes control and direct complex procedures
- Enriches Customer Support – at your fingertip information translates into satisfied customers
- In-House or Service Bureau Deployment – select the option that works for your business

Competitive Challenge

The fierce competition in cellular and formerly regulated monopoly markets has stressed legacy billing systems to their breaking point. Today's voice and broadband service providers need a system that supports marketing initiatives and produces accurate bills. The SuiteSolution billing engine allows the service provider to easily change package plans to meet market demand and to stay ahead of the competition.

Considerations When Selecting a Billing and Customer Management Package

To survive in the 21st century, service providers need to view their billing system as more than a means to issue and process customer statements. Implementing the proper billing system provides companies with a strategic asset, which can be used to facilitate customer relationship management, profit margin management and the ability to rapidly respond to marketplace opportunities. SuiteSolution provides a single view of the customer in CRM and automated processing of work flow tasks result in documented operational efficiencies.

Information Solutions Benefits

Information Solutions' employees draw from their experience to deliver meaningful solutions to our clients. They understand your needs because they are part of an operating company.

Markets Served:

- ILECs & CLECs
- Wireless Providers
- IP Providers
- Cooperatives
- Broadband Providers
- TV/Cable Providers
- IXCs & Resellers

Modules:

- Customer Relationship Manager
- Back Office Management
- Work Flow Manager
- Billing Engine
- Tariff Manager
- Message Processing System
- Plant Records
- Trouble Reporting
- Directory
- Carrier Access Billing (CABS)
- Web Care

Profile

CustName: SCOTT & LISA WOJCIK Status: Active - 09/23/1997 Bill Grp: MCTC Cycle 2 Cr Bkg: BR
 Last Stmt: 09/15/07 Payments: 259.49 Balance Remaining: \$0.00 Chg Cr To Be Billed: 037.42 Next Stmt Bal(est): 337.49 Deposit Balance: \$0.00

SCOTT & LISA WOJCIK (153995)

General Information:

Business Name: []
 First/Last Name: SCOTT & LISA [WOJCIK]
 Street: [241 E MAIN ST]
 Street 2: []
 Street 3: []
 City: MANKATO State: MN Zip: 56001-5080
 Country: BLUE EARTH Country: USA

Contact Information:

Home/Contact Ph#: 5075556468 E-Mail: scott12@hickorytech.net
 Work Ph#: 507555249 Additional Auth User: Lisa
 Fax#: 507555598 Auth Password: Beauford
 Auth Password Hint: dog's name

Personal Data:

S, S # / Tax ID: [] Driver License #: []
 Date Of Birth: 04/08/1975 Employee: []
 Occupation: Sales

Directory Delivery Information:

of Books: [] Book Drop Location: []

Customer Information:

Customer ID: 153995
 Apply Name and Address Updates to Customer

Customer Management– Adding new support staff and dealing with today’s high-rate of employee turnover places increased pressure on companies to succeed. SuiteSolution features an intuitive graphical interface and a single-screen approach to customer management. New users quickly become familiar with the system, decreasing training costs and reducing customer call time.

Customer Acquisition– The ability to differentiate your company from its competitors provides a key advantage in a deregulated industry. SuiteSolution allows the user to implement new pricing strategies without costly and time consuming software changes.

Customer Retention– Every consumer has unique needs and will seek providers that recognize and respond quickly to them. SuiteSolution enables you to develop a one-to-one relationship with each customer. Being sensitive to individual needs and preferences goes the distance in keeping current customers.

Open Interface

SuiteSolution’s unique approach integrates our core offering with software and services from world-class vendors who do what they do very well. Work Flow Manager (WFM) allows rapid integration to the software of your choice. The list below includes software currently integrated with HickoryTech’s SuiteSolution, but is in no way meant to be all inclusive. You are encouraged to make selections that work best for your business requirements.

Provisioning, Plant & Trouble Records: SaskTel International – MARTENS®, TRACS®, OpenSwitchGate®

Real-Time Credit Card Processing: Skipjack Financial Services

ACH & Debit/Credit Card Processing: Paymentech, Moneris Solutions, TransFirst

Mobile Workforce Management: ClickSoftware, Nortel Access Care

Point of Sale & Inventory: Master Merchant Systems

Email Marketing Campaigns: Lyris HQ

Credit Scoring: Decisioning Solutions

Address Validation: ZP4, QCode

Taxing: BillSoft

Reporting: Business Objects – Crystal Reports

Additional interfaces include: E911, Directory Assistance, Directory Publisher, Dispatch, CARE, MSAG, LIDB and multiple print vendors.

Customer Service & Training

Qualified customer support experts are available from 8:00 a.m. - 5:00 p.m. CST. Our specialized conversion team will assist in determining the amount of training necessary and develop a training program to meet your needs.

Operating System

Windows XP or XP-Pro Service Pak 2 (or higher)

Internet Explorer 6 or 7 required

Work Station Requirements

192 MB of RAM minimum

Pentium II 400k Processor

VGA Monitor

Architecture

Three-tier Client/Server

Object Oriented

Oracle Database



Sales Contacts:

Address: **HickoryTech**
 215 E. Hickory Street
 P.O. Box 3288
 Mankato, MN 56002

Phone: 877.974.8325
 Fax: 507.625.5598

Sandra Gibbs, Marketing Manager
 sandra.gibbs@hickorytech.com

Scott Wojcik, Sales Consultant
 scott.wojcik@hickorytech.com

Scott Grill, Dir. of Sales & Marketing
 scott.grill@hickorytech.com

© HickoryTech 2009 All rights reserved