

## ***Bill Pay System Review***

*A Bill Pay System Review enhances a financial institution's value in their Bill Payment solution by optimizing their end users' experience (usability), improving back office operations (efficiency), and ensuring your processes minimize cost.*

Many financial institutions have significant opportunities to improve their Bill Payment results. Operational processes commonly overlook a number of important processes and configurations affecting the subscriber's experience of the product and the perception it creates. There are also a range of common business opportunities that can improve your cost to operate and support the system. Pearrari Solutions consultants have deep and broad experience with Bill Pay and are well connected with FIS. We can assess your configuration and recommend changes to optimize your bill payment solutions for increased end user ease, back office operational efficiency, and financial results.

### **Common Bill Pay System Reviews**

- Bill Pay Usability – examines the end user experience of registering for Bill Pay and identifies configuration improvements for the end user experience. Examines configuration issues and options in ongoing use including alerts practices and off-line messaging.
- Bill Pay Back Office – examines daily and periodic standard operating procedures, reporting and other internal processes, business strategy and administration to optimize your institution's management of online banking solutions.
- Bill Pay Big Picture – reviews the biggest options and their business impact with your team including such things as processing model, risk model, expedited payments, billing (to bill or not, approaches to billing, reporting), purging inactive users (if applicable), blocking/unblocking, and fraud.

System reviews include recommendations, documentation of decisions, and delivery of formatted change requests (where applicable) so change requests can be effectively made to the right vendor.

### **Data Analysis**

You may want to use and combine the available bill pay data in ways not generally supported by current systems. Pearrari Solutions can help with automation of such systems as monthly BSA reporting and other reporting.