

# SAP BILLER DIRECT CASE STUDY

Implementation of SAP Biller Direct solution increases  
customer satisfaction.



Resolve Tech Solutions Inc.

## GENERAL INFO

### COMPANY INFORMATION

Resolve Tech Solutions Inc. is an SAP Premier Partner, with over 20 years of SAP implementations in public and private sectors. Resolve Tech Solutions Inc. was founded by a team of result oriented individuals with a combined industry experience of over two decades. Resolve Tech's services stretch across most IT technologies, applying our know-how to provide Staffing, Professional Services, Consulting, and Industry expertise to our clients. Our expertise includes SAP, CRM and IT professional staffing services through project implementation, upgrading and enhancing IT projects.

We provide a range of solutions ranging from fixed priced projects, individual resources and project teams, and developers - all of which are focused on your business, technical, and security

needs and custom-made to your unique business requirements.

Resolve Tech's senior leadership comprises professionals whose IT careers bring tremendous value to our customers.

### CUSTOMER PROFILE:

Our Customer is a leading global provider of next-generation business collaboration and communications solutions, providing unified communications, real-time video collaboration, contact center, networking and related services to companies of all sizes around the world. It is a telecommunications OEM, with prominence in Contact Center, Unified Access, Team Productivity, Networking and Cloud services.

## OVERVIEW

- Replace legacy EBPP system.
- Implement SAP Biller Direct module.
- Customize B2B Portal Presentation and integrate with Single Sign On.
- Integrate with Paymetric Credit Card processing service.
- Implement check payment processing with JPM Chase ACH services.



- Access additional FI history on retired SAP instance.

## CUSTOMER REQUIREMENTS

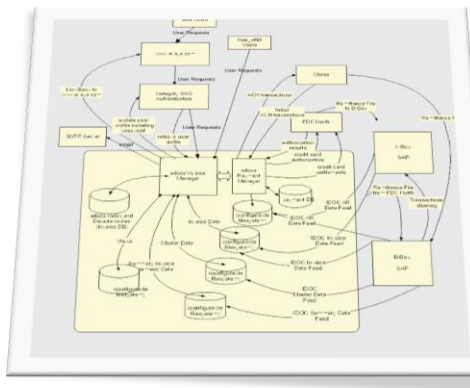
The Customer had an existing EBPP application that was a custom web-based B2B customer facing application. It enabled customers and partners to manage payments, invoices and statements for goods and services. By implementing Biller Direct, the Customer

wanted to give its customer service employees and business partners and customers real-time access to account balances. Help achieve retiring one of the SAP instances, and implement a PCI compliant payment processing method.

### EXISTING APPLICATION – AS IS

Within the existing application, customers can make and schedule payments by check or credit card, dispute their bills and view historical account information.

The application was heavily customized to interface with SAP data for invoices, statements and other customer data



Existing Application Architecture

- Two SAP instances transfer Invoice, Statement, AR and Master Data via FTP feeds as idocs.
- The EBPP application receives the idoc feeds and uses custom code to read the idocs.
- Many jobs are used to populate the EBPP database with newly formatted data.
- The application is integrated with PayPal for credit card and ACH payment processing - using custom encryption.
- The application is integrated with Voice Portal which passes requests to the Application via webservices.

## BILLER DIRECT APPLICATION – TO BE

The Biller Direct implementation was required to provide similar functionalities to the existing application. Specifically, customers should be able to make and schedule payments by check or credit card, dispute their bills and view historical account information.

In addition to the above general requirements, Biller Direct will also assist the IT plans by migrating the functions of one SAP instance to another. And eliminate the interfaces, batch file processing that were required by the existing EBPP. Other requirements:

- Integrated Biller Direct with Paymetric for credit card

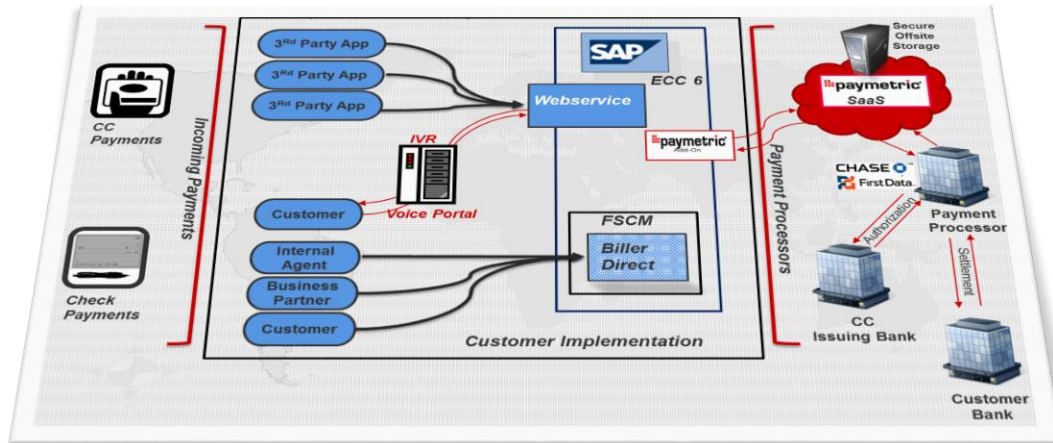
payment processing - using tokens.

- Integrated Voice Portal with Paymetric for credit card payment processing - using tokenization process.
- Allow other application to utilize the Paymetric payment process.
- Customer accounts are updated with payments on Statements and invoices – after payment runs.
- SSO integration for all internal and external users.
- Role-based Access for all internal and external users.
- Allow online dispute creation with short payments.

## CUSTOMER IMPLEMENTATION

RTS was selected to lead the development and implementation against a challenging timeline- which required to go hand-in-hand with the migration and retirement of one SAP instance. After completing the blueprint phase, our team started the implementation phase with the following additional guidelines from the customer:

- Apply corporate branding and identity to the Portal.
- Deploy Vanilla features wherever functionality can be met.
- Extend functionality to other application by implementing webservices.
- Utilize existing infrastructure, hardware and interfaces where possible.



## Customer Implementation

### WORKING THE DESIGN OBJECTS

Our expert team guided and worked closely with the Customer's IT organization to setup the development, testing and production environments.

This included:

- Setting up the FSCM / Biller Direct module.
- Creating/configuring the different networking zones.
- Setting up the security infrastructure required to integrate with SiteMinder
- SAP NWDI (Netweaver development environment), portal and UME.
- Paymetric PAS servers.

### LOOKING GOOD

After the Customer delayed their SAP instance migration by 10 weeks, the Biller Direct implementation went live with the retirement of one SAP instance. When the Biller Direct application went live, our team had migrated all users. Since the old EBPP application had copies of the SAP statements, invoices

and credits, no other data migration was required. And the retired SAP instance was to be used for a period of time for historical purposes. Historical records were accessed by RFC calls when requested.

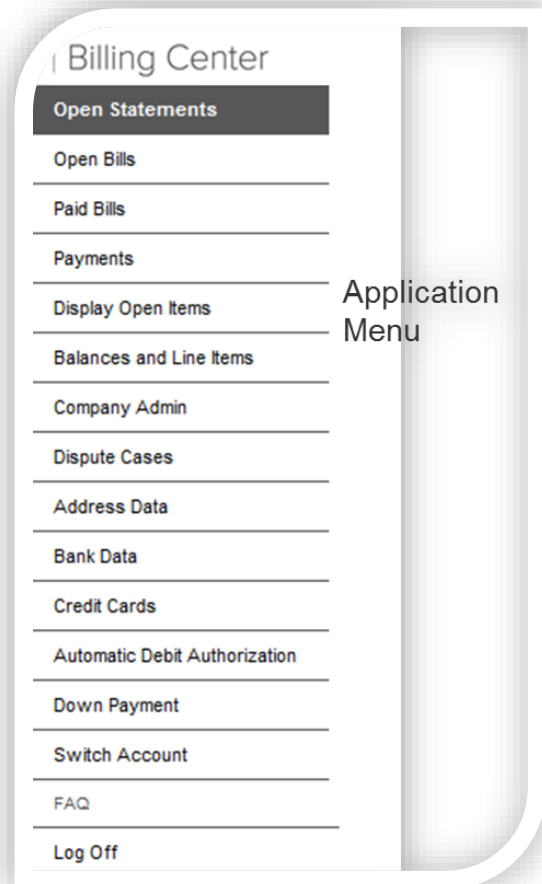
All the standard functionalities that allowed users to view bills, pay bills,

payment history, account management, wallet (CC, DC, and Bank) data were implemented with little or no customizations.

Customizations were required to enable users to access multiple accounts in the same session and different roles – based on hierarchy. And allowing customers to manage their users and roles for the specific account. Moreover, giving the user the ability to make a payment without an invoice and making this credit usable as a form a payment was late requirement that was managed in time for the go-live date.

Biller direct allowed for additional value added features, the old system could not have. These include:

- Allow users to view real-time account information as customer service agents.
- Give customers the ability to use credit memos on account as a form of payment.
- Enable the customer or agent to take advance/down payments.
- Reflect collection payments on account same day.
- Handle disputes within the application – this required the activation of Disputes & Collections application in FSCM.
- Give users the ability to work on multiple accounts in the same session.



- Enable download/email huge statements – thousands of pages.
- Schedule payments (CC or ACH) upon invoice date or within specific number of days.
- Allow same credit card to be used on multiple accounts.



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## EMBRACING BILLER DIRECT APPLICATION

The ability to provide PCI compliant application and services where credit card information is tokenized in the local system, and are stored in a secure offsite location with the service provider boosted the security of customer data.

SAP Biller Direct provided the users with greatly enhanced new features, such as the search by PO number, Due Date, Sold To, Invoice Date and Contract number. Plus greater access to historical invoices and payments.

Our Customer and its user community have embraced the SAP Biller Direct application, which enhanced the customer's user experience and satisfaction.

## CONTACT PROFILE:

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