



SUCCESS STORY

TIM S/A

Industry

- Mobile telecommunications

Solutions

- OpenText™ Exstream™
- OpenText™ Content Suite Platform
- OpenText™ Web Experience Management
- OpenText™ Portal
- OpenText™ Object Importer

Services

- OpenText Professional Services

Results



Delivered mobile invoices to customers within three seconds



Processed and archived nearly three million invoices in less than 48 hours



Grew digital invoices by 52 percent in 14 months



TIM S/A optimizes customer invoicing

Leading telecom provider enhances customer service, reduces operational costs and unpaid balances with OpenText

“The new e-billing solution we built using OpenText solutions digitally transformed the way we interact with 18 million customers. With OpenText, our customers can access their bills through multiple channels—email, SMS, messenger apps and more.

Washington Almeida
CIO
TIM S/A





TIM S/A, a subsidiary of Telecom Italia Móbile (TIM) and headquartered in Rio de Janeiro, serves millions of digitally savvy customers. TIM S/A provides fixed, mobile and multimedia telecommunications services to more than 18 million pos-paid customers across every state in Brazil.

Previously, TIM S/A dealt with many common challenges of paper-based invoicing, including delayed processing, expensive storage, busy call centers and keeping invoices for at least ten years to comply with government and legal regulations. Even as the mobile provider transitioned to storing invoices as electronic files, it relied on multiple systems that proved costly to maintain.

To optimize storage and decrease related expenses, TIM S/A looked to establish a centralized content management system that would satisfy storage regulations and support service level agreements (SLAs) for self-serve access. Accustomed to using hand-held devices for immediate information and connections, TIM S/A customers generally prefer APP Mobile plus SMS communications, digital bills and online self-service to email, paper invoices and call centers. The company recognized an opportunity to augment the customer experience, while reducing strain on operations.

TIM S/A turned to OpenText to build its e-billing solution and now rely on OpenText Exstream™ (formerly Communications Center Enterprise) to generate digital invoices, OpenText™ Content Suite Platform and OpenText™ Archive Server to manage and store critical enterprise documents and OpenText™ Portal and OpenText™ Web Experience Management to extend easy access to employees and customers.

Several TIM S/A groups use OpenText solutions every day, including the accounts payable, marketing, digital, invoicing and IT departments.

“The new e-billing solution we built using OpenText solutions digitally transformed the way we interact with 18 million customers,” said Washington Almeida, CIO with TIM S/A. ***“With OpenText, our customers can access their bills through multiple channels—APP Mobile, email, SMS, messenger apps and more.”***

Exstream acts as a bill presentment solution for TIM S/A, generating and separating invoices into multiple files, including XML, LXF and PDF formats. For high-volume processing within a set timeframe, OpenText™ Object Importer enables TIM S/A to process nearly three million invoices in less than 48 hours. The company also initiates reminder notifications via Exstream to encourage customers to pay overdue bills.

Managed within Content Suite Platform and stored in Archive Server, in accordance with regulations, invoices are available on-demand in customers’ preferred format via app, portal and Web Experience Management. Bills, whether from last week or last year, are converted to PDF and delivered to clients in less than three seconds, fulfilling a key SLA for invoice accessibility. The self-serve system gives clients faster results than more labor-intensive mail or call center requests and costs less to operate.

“Multichannel access through OpenText is the better way to achieve an elevated customer experience and allows our customers to get what they want,” said Rafael Visconti, Executive Manager with TIM S/A.

By leveraging its suite of OpenText solutions, TIM S/A improved customer experience, reduced operational costs, mitigated risks and stayed compliant with industry and government regulations. Deploying reminders to customers in their preferred channel also improved invoice payment rates and reduced outstanding payments



“Multichannel access through OpenText is the better way to achieve an elevated customer experience and allows our customers to get what they want.”

Rafael Visconti
Executive Manager
TIM S/A



TIM S/A optimizes customer invoicing

overall. The integrated system continues to return efficiencies and provide fast and convenient digital interactions and immediate invoice access in high-volumes and across multiple channels.

TIM S/A worked with OpenText Professional Services to implement the solutions and integrate them with the 'Meu TIM' enterprise portal and app, Oracle Siebel CRM, Clarify and WhatsApp. At deployment time, TIM S/A set a target to reduce operational costs and achieved a substantial invoice cost reduction within the first year of installation. The company is also experiencing a 52 percent digital invoice growth year-over-year.

Also within the first year, system availability stood at 98 percent, allowing TIM S/A to unburden itself of redundant content systems.

TIM S/A expects to double the number of electronic invoices it delivers every year and add corporate invoicing and invoice dispute resolution to capabilities managed by OpenText.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

[Customer stories](#) 

opentext.com/contact

[Twitter](#) | [LinkedIn](#)

Copyright © 2021 Open Text. All Rights Reserved. Trademarks owned by Open Text. For more information, visit: <https://www.opentext.com/about/copyright-information>
06.21 | 18447.EN