

Outsourced Billing Administration

LTVelocity Optimization Methodology

LTV Partners leverage years of operational and leadership expertise to provide clients with unparalleled solutions through the use of the LTVelocity Optimization Methodology principles. These principles are a foundation from which LTV coordinates with clients to deliver targeted solutions to meet individual needs, whether looking to outsource portions of billing maintenance, or full administration.



Challenge

If you find yourself short of billing administration personnel or if you would like to outsource certain parts of your billing administration or call center back office functions, **LTV Partners** is here to assist. We will help fill holes where you are short of personnel or where you are looking for a totally outsourced solution.

LTVelocity Outsourced Billing Optimization Methodology

LTV Partners has expertise to address all aspects of your operational functions, and we can customize our outsourced solution to meet your specific needs. We can provide very comprehensive support or individual item support depending on your requirements. We will meet with you to define your needs, propose a solution, and provide the defined services based on our agreed solution.

Examples are:

- Training
- Call Center scheduling
- ACD/IVR maintenance
- Complete maintenance of system adds and changes
- Marketing product launches
- Rate changes
- Mass system changes
- Individual problem resolution when many accounts need corrections
- On-going auditing of services or discounts

- Enhancement implementations
- Scripted system changes
- Subscription service for routine process scripting (sometimes referred to as macros)
- Subscription service for SQL query needs



Results

LTV Partners will provide you whatever level of support you need. Results will be documented and measurable based on our agreement for support services.