

Assist

Outsource time-consuming billing operations and lean on our billing experts to enable you to focus on your business.

Assist is a cost-effective bureau service, allowing you to outsource time-consuming billing operations to our in-house industry experts.

Backed by a team with over a century of combined billing experience and Ofcom TMBS accreditation, Giacom's bureau service allows you to maintain control over your billing without the time-consuming administration.

Assist will do the heavy lifting and enable you to simplify your billing operations and optimise profitability. By leaving the day-to-day billing tasks to us, not only will you benefit from an accurate and trustworthy service, but you'll also regain time to focus on growing your business.



Business benefits

Peace of mind that your billing will be in good hands

Our Team have amassed over 100 years of collective billing experience. We are accredited for Ofcom's Total Metering and Billing Systems (TMBS) scheme ensuring billing accuracy and compliance with best practice.

Ensure operational continuity

Eliminate single points of failure, ensuring seamless billing operations with a resilient, expert-backed approach.

Free up your valuable time

Offload time-consuming administrative billing tasks to our experts, giving you more time to focus on the important things.

Key Features



Billing configuration management

Comprehensive management of dial codes, call classes, product catalogue and service charge groups.



Supplier file management

Full management of Call (CDR) and Service (SDR) files, from collection to importing the files into the billing system.



Non-commercial reject resolution

Complete resolution of any configuration related rejection following the import of CDR and SDR files.

Comprehensive Billing reports



A comprehensive profit and loss reporting pack sent for your review prior to the invoices being sent out to your customers.



Pre bill run checks

Proactive identification of significant month-to-month variances. We'll provide a summary of key issues and actionable insights, enabling you to focus on and resolve critical areas efficiently.



Named Billing Analyst

You'll be assigned a dedicated billing support specialist, backed by the expertise and resources of our entire support team for comprehensive assistance.

