Premium Assist

Streamline billing and system administration, ensuring accuracy, compliance, and profitability while freeing you to focus on growing your business.

Premium Assist is a Managed Service that is designed to revolutionise the way you manage your billing and system administration. We will provide you with the tools, insights, and expertise to optimise your business processes whilst saving time and enhancing profitability. Delegate your system and billing administration to our team of seasoned professionals, allowing you to focus on what matters most. By combining our expertise and strict compliance procedures, our team ensures your billing processes are accurate, compliant, and aligned with industry best practice. We specialise in uncovering billing inaccuracies, resolving supplier overcharges, and identifying missed revenue opportunities. By gaining a comprehensive understanding of your end-to-end business processes, we can provide tailored recommendations to streamline your operations, enhance efficiency, and support your long-term growth.

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Premium Assist is your partner in efficient, accurate, and profitable billing, ensuring your business thrives in an increasingly competitive market.

Business benefits

Free up your valuable time

Offload yoursystem and billing administration to our experts, giving you more time to focus on growing your business.

Enjoy peace of mind your billing will be in good hands

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

Maximise revenue, minimise loss, improve accuracy

We'reskilledat uncovering and resolving billinginaccuracies, identifying missed revenue and supplier overcharges to improve billing accuracy and boost your profitability.

Optimise your business with end-to-end process insights

Ourcomprehensive approach will ensurewe gain a holistic understanding of your end-to-end business processes, enabling us to make tailored recommendations for process improvements.

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Key Features

New Customer creation
We'll handle all new customer creation, including account setup, tariff additions, and service management.

Billing configuration management
Comprehensive management of all system configurations.

In life Customer management
Full administration of moves adds and changes to service charges, tariffs, CLIs, and full contract management.

Supplier reconciliation
Full management of Call (CDR) and Service (SDR) files. We handle everything from collection and importing files to validating the data from your suppliers within the billing system.

Profit optimisation
Detailed monthly profit and loss analysis where we'll make recommendations to improve any loss-making areas. We will also analyse your buying patterns and make smarter buying recommendations wherever appropriate.

Complimentary Professional Services
Include stwo RPI increases and four migrations or consolidations, per year.

Comprehensive Billing management
Complete monthly billing management with a comprehensive reporting pack for your review prior to the invoices being sent out to your customers.

Dedicated expertise
You'll be assigned a dedicated Billing Consultant who will be supported by a collaborative team of billing specialists.

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