



Diversified Billing

Product Description

Diversified Billing is highly evolved software designed to streamline every aspect a utility company's office operation. It has been developed over 30 years and is currently used to generate some 7 million bills annually!

It is designed to be flexible and adjust to each client's unique requirements. Clients can access its cloud version from any internet connected device with a monthly subscription. Or they can use their LAN with a traditional perpetual license.

As part of its "on-boarding" process, the Diversified Technology staff works with new clients to document and timeline every task -- billing, collection, and payment processing. (Auditors just LOVE this!) That information is consolidated into a Master Calendar which becomes a part of the software to drive and monitor every task. Employees get daily reminders of tasks that are due. Managers get a Dashboard to monitor tasks that are overdue, due today or upcoming. And managers get peace of mind knowing there will be never be a loss of corporate knowledge when staff turnover occurs.

Every utility customer is provided with a Customer Web Portal which allows a remarkable level of customer SELF service. Customers can see any aspect of their consumption, billing and payment history to answer most of their questions on their own. And they can also pay bills online. You can expect a dramatic drop in in-bound call volume.

Diversified Billing offers a check-list driven billing process with the ability to estimate consumption when meters cannot be read. And a range of exception reports allow staff to identify questionable bills before they are printed or emailed.

Receipts processing is also highly automated with processes to speed and reduce errors in daily check processing, credit and debit card processing and a way to tame those dreaded bank checks.

Company Profile

Diversified Technology Corporation is a software development organization with more than **10 years** of experience serving the billing, accounting and automation needs of the country's utilities, municipalities and authorities.

Its management team has more than **60 years** of experience developing, implementing and supporting utility billing software. They are truly utility billing experts. Its software development staff has invested more than **65,000 hours** honing, refining, enhancing and improving what has become the most robust and versatile utility billing software on the market.

Based in Central Pennsylvania, Diversified Technology's mission it to "Make Client's Lives Easier Through Technology and Education."

Third party software included on this site has not been tested and is not endorsed by AccountMate Software. Technical support and warranties are the responsibility of the issuing company.

KEY FEATURES

- Software is available as a cloud subscription or a traditional LAN license.
- Each client's SOPs are coded into the software to create an exceptional level of management control and automation and make staff turnover worries a thing of the past.
- An included Customer Web Portal slashes in-bound phone calls by allowing customers to access account information and pay bills online.
- A checklist-driven billing process with exception reports to spot questionable bills before they are finalized.
- Innovative automation for processing the day's mail, credit card payments and even bank checks make receipts processing easier and error-free.

PRODUCT COMPATIBILITY

Diversified Billing interfaces direct with all versions of the Accountmate General Ledger

CONTACT

Thomas Tobin, President
877-202-0197
ttobin@diversifiedtechnology.net
www.diversifiedbilling.com

PRODUCT LINKS

[Product Information](#)