

Predictability: A Q&A With Dave Fiacco

David Fiacco, President and Chief Operating Officer, joined Derivion in April 2000, bringing with him 20 years of experience in information technology management. Prior to Derivion, Dave held executive positions with UnumProvident, a leader in income and lifestyle protection services and EDS, a leading e-business and information technology services provider. In his current role with Derivion, Dave is focusing his energies on steering the strategic direction of the company, maintaining strong sales growth across all core product areas and streamlining product implementations.

Question: What is meant by predictability when describing an e-billing solution?

Answer: Businesses today face an overwhelming number of choices when developing an e-commerce strategy. Once an organization is over the hurdle of which initiatives to implement, the decision becomes one of which provider will offer me the best solution for my investment. Regardless of the e-commerce application - e-billing, eProcurement, eCRM – a company should look to do business with a solution provider that has predictable and proven technology. Predictability means a business will not be met with any surprises during installation, initial product launch, or throughout the lifecycle of the application.

Q: How does predictability impact the success of an e-billing solution?

A: For most companies driven by recurring billing, the bill is the only point of contact with their customers. It is imperative that the bill be presented accurately, professionally and in a timely manner. Payment options should be convenient, flexible and readily available. This is even more essential when it comes to e-billing. The main reason consumers want e-billing is because it is faster, easier and more convenient. If they cannot access their bill when and where they want to, they will be frustrated and quickly find another payment option. Companies that offer e-billing do so primarily to reduce costs, increase customer care and stay competitive. If the solution they implement does not deliver what is promised – is not predictable - customers will not enroll and the potential benefits of e-billing will most likely not be realized.

Q: What features lend to the predictability of Derivion solutions? or how is Derivion developing predictable solutions?

A: One of the keys to developing a predictable solution is the application of experience. To date, Derivion has completed over 10 biller installations and we apply what we learn from each implementation to enhance our solutions and our future installations. Derivion also dedicates a team of experts to each client to ensure our solutions are delivered and maintained with maximum satisfaction. The other essential component for a predictable solution is utilizing the most advanced and reliable technology available. Derivion solutions are built with state-of-the-art technology to ensure dependable operation, scalability and reliability.

Q: Does predictability guarantee no problems?

A: Unfortunately, no. Predictability does not mean perfection. What it does mean is that there should be minimal surprises. With instituting new technology, there are always small challenges to be faced, but the more predictable the application, the easier the hurdles are to overcome. By aligning themselves with a proven, reliable and predictable solution provider, businesses make the transition to e-commerce more easily, smoothly and quickly.