FORSYS
Forward Thinking

Implementation of Subscription Billing Model with Invoice Automation Using FloData

Insight

An American video delivery technology and services business wanted to speed up its revenue growth by adding a subscription payment model for its VOS products, which depends on usage, and the pricing and discounts rely on the monthly commitment made to the customer during the quoting process. Adding subscriptions meant changes to product and solution pricing, support and billing, as well as the underlying technology for these processes.

Forsys implemented Conga Billing and integrated it with the client's Conga CPQ, Akamai usage system, and Oracle Fusion Cloud ERP in collaboration with FloData Accelerator. This resulted in automated subscription billing, invoicing processes and usage rating, and streamlined VOS subscription products.

Industry	Revenue	Employees	Headquarters
Telecommunications	$150+ M	1k+	California, US

Business Challenge

The client wanted an enterprise billing platform to support the varied business model changes. The feasibility of the manual route was questioned as it was cumbersome and time-consuming. Additionally, it needed weeks to compile and analyze the data and complete the forecasting.

Implementing and adopting the automated billing and invoicing process, and creating the transition plan posed a challenge.

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Transformation Journey

Forsys engaged with the client's business and engineering teams to understand the current process and document detailed use cases. In Feb 2019, the initial POC started. We used FloData Accelerator to implement and integrate Conga Billing with the client's Conga CPQ, Akamai usage system ,and Oracle Fusion Cloud ERP.

The key highlights of the approach to the solution are:

Automation of subscription billing and invoicing processes with Conga Billing.

Integration of Conga Billing with Conga CPQ for the VOS subscription products.

Automation of invoice generation and usage rating.

Integration of billing and invoices with Oracle Fusion Cloud ERP for invoices and accounts receivables.

Impact

After the integration of Conga Billing, the customer achieved:

→ **Flexible usage of VOS subscription products.**

→ **Streamlined subscription billing process based on usage, overage and outage.**

→ **Visibility of customer pricing and usage data in the customer community.**

About the Client

The customer is an American video delivery technology and services business that enables companies and service providers to deliver ultra-high-quality broadcast and OTT video services to consumers globally.

Technology/Tools

Conga Billing, Conga CPQ, Oracle Fusion Cloud ERP, FloData, Akamai Usage System

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