



HOW TO MANAGE CUSTOMER CONTRACT LIFECYCLE IN RECURRING BUSINESS

Do you run a recurring revenue business in B2B and have many different customer contracts? Do you offer a variety of services to each customer with a single contract or with multiple contracts? Do you perhaps offer your customers a mixture of vintage services and new services, and you find it hard to manage?

You may have challenges with revenue leakage and several manual steps in managing the invoicing and revenue recognition every month. Your customers may be complaining about your invoices. It may be challenging to provide transparency to what has been billed. You may also find it slow to launch new services and new kinds of pricing schemes.

Some companies need to offer a single subscription to each customer. But many B2B companies with a recurring revenue business model must manage tens or even hundreds of individual service items for each customer, taking into account global and local geographies, too.

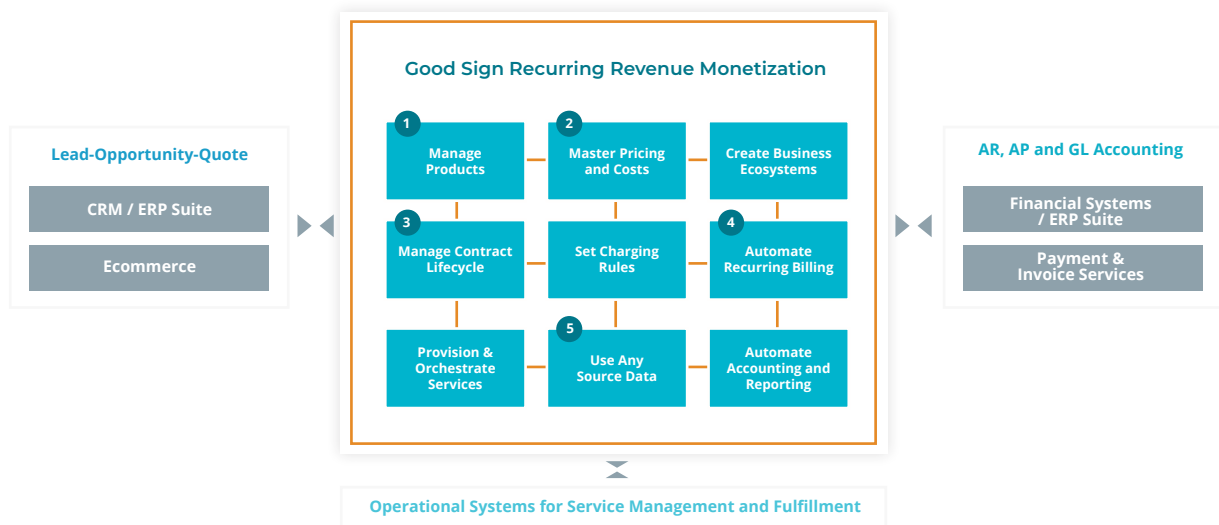
A contract can be a mixture of fixed, pay-per-use, tier, block, volume and overage pricing models. There may be some customer-specific prices or discounts to be applied. Volume discounts may have been agreed for a certain service usage volume level over a service item or overall service items in a contract or even over several contracts.

These business requirements call for agile monetization software and features for flexibility!

MANAGING CONTRACTS WITH GOOD SIGN SOFTWARE

Good Sign Software masters pricing and billing of customer contracts with automated digital controls, no matter how simple or complex they are.

LET'S HIGHLIGHT SOME VALUABLE GOOD SIGN SOFTWARE FEATURES:



1. Manage Products:

- ✔ A Service catalog is managed in Good Sign, but it may also be mastered elsewhere in the IT architecture, as needed, and mirrored to Good Sign.

2. Master Pricing and Costs:

- ✔ Pricing structures, pricing models, validity, and period management enable generic price management as well as exception and change management.

3. Manage Contract Lifecycle

- ✔ Out-of-the-box contract lifecycle management.
- ✔ Supports all charging models to ensure speed to market. Gives unique transparency to active and inactive contract base.

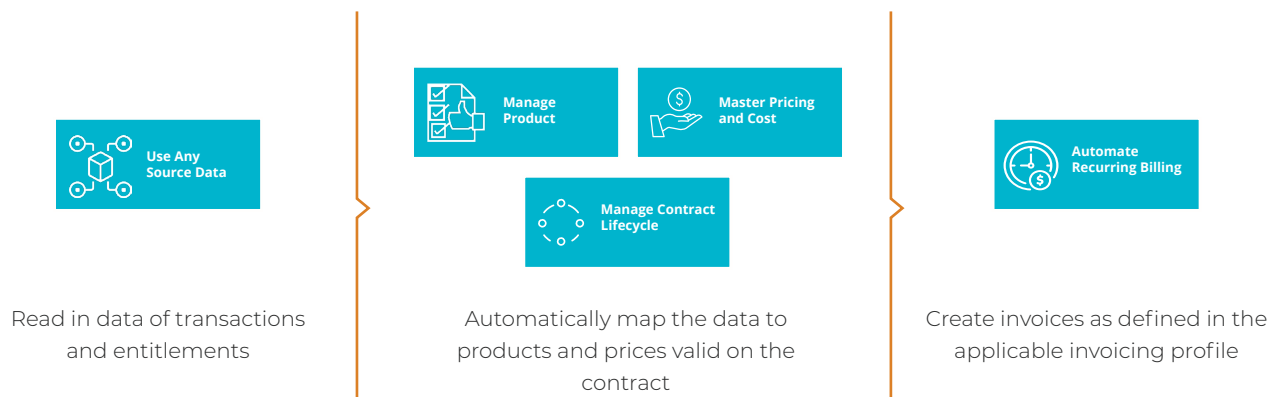
4. Automate Recurring Billing

- ✔ Billing automation allows both generic and individual billing schedules on a business, geographic, customer, and even service level.

5. Use Any Source Data:

- ✔ Business agility is ensured with the ability to use any data in monetization: event and usage transaction data as well as entitlement data such as licenses or even physical assets.
- ✔ Integration to data sources is easy with e.g. API. Good Sign's dynamic data model also adapts automatically to any new data ensuring attribute readiness for data-driven pricing and billing.

THESE GOOD SIGN SOFTWARE FEATURES ENABLE MANAGING AUTOMATED AND TRANSPARENT SERVICE BILLING PROCESS FROM SOURCE-TO-INVOICE.



WHO CAN BENEFIT?

Good Sign Software can be used in any industry to bring flexibility and future-proof. It satisfies simple and complex business requirements. It offers capabilities for subscription management, pay-per-use, and any requirements of data-driven monetization. Good Sign even manages an ecosystem business model with multiple charging layers such as B2B2B or B2B2B2C.

SAMPLE INDUSTRIES WHERE GOOD SIGN SOFTWARE IS IN USE:



Information Services:

SaaS, Cloud, IaaS, Software and professional services



Telecom:

Operators with a need for high customer flexibility like IoT, VOIP



Financing:

Modern pay-per-use services in leasing and Asset-as-a-Service



Facilities:

Dynamic management of office space and services

YOUR NEXT STEPS IN MANAGING CUSTOMER CONTRACTS

Are you interested to see how you can take subscription and recurring billing to the next level?

We help our customers freely grow scalable services, solve existing pain points in monetizing service contracts, managing subscriptions, and pay-per-use services.

For more information visit: www.goodsign.com