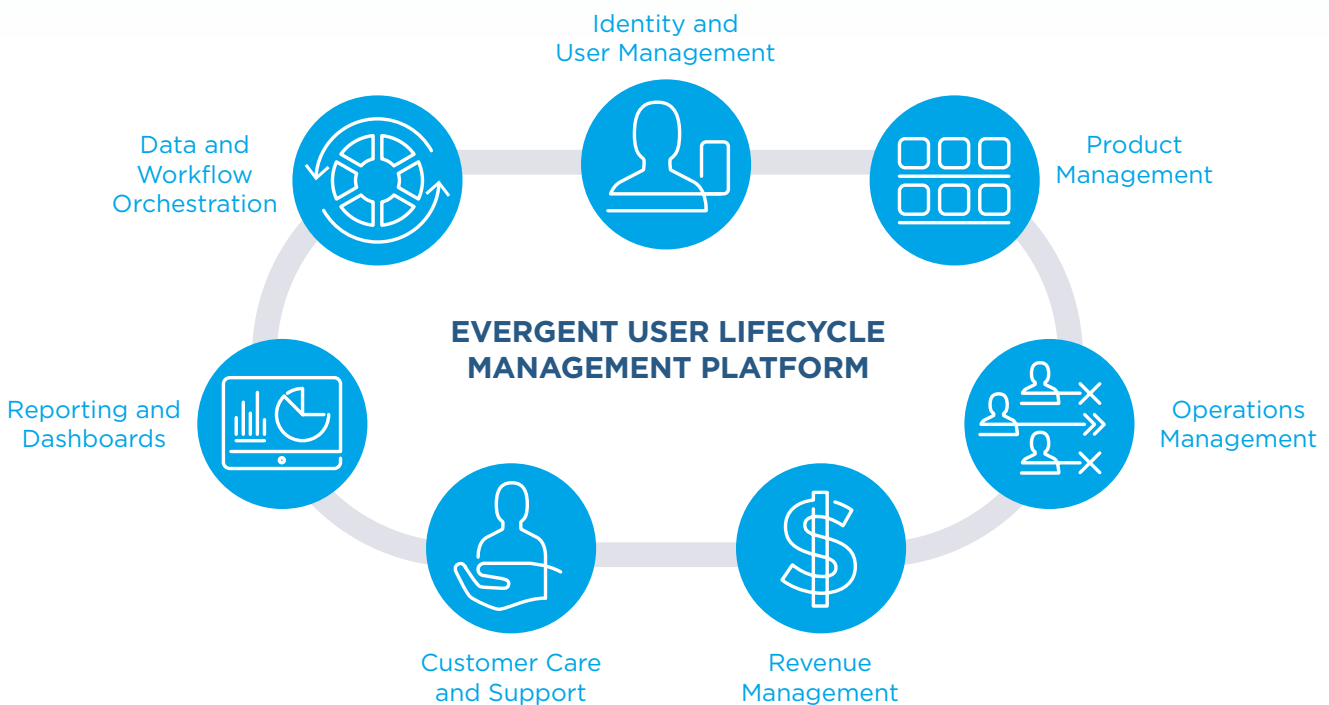# evergent

EVERGENT

USER LIFECYCLE
MANAGEMENT PLATFORM

Fast, Flexible, Scalable Subscription, Billing and User Management for Cloud Video Service Providers

The video industry is undergoing massive transformation. As global consumers demand more independence and individual choice when consuming video, businesses face tough challenges keeping up. Finding a comprehensive revenue and user lifecycle management platform that supports your video strategy throughout the user's journey has become a critical requirement. Enter Evergent.

Evergent's cloud-based, revenue and user lifecycle management platform gives your organization the tools to thrive in the cloud services era. Evergent delivers the rapid revenue growth you require, the proven back-office efficiency you demand, and the customer experience to delight your video viewers. It's the personalized, multi-platform experience viewers expect.

Identity and
User Management

Data and
Workflow
Orchestration

Product
Management

**EVERGENT USER LIFECYCLE
MANAGEMENT PLATFORM**

Reporting and
Dashboards

Operations
Management

Customer Care
and Support

Revenue
Management

USER LIFECYCLE MANAGEMENT PLATFORM

Identity and User Management

EASILY ACQUIRE, IDENTIFY, REGISTER, AND MANAGE USERS

Evergent enables your company to easily manage the user acquisition, sign-up and registration process.

- New account creation and sign-up
- Single Sign On Management (SSO)/social Identity log-in
- TV Everywhere (TVE) authentication

Product Management

GAIN FLEXIBILITY PROMOTING, PRICING, AND PERSONALIZING PRODUCTS

We give your company the flexibility you require to offer packaged products and promotions by user, geographic territory, channel and more. The overall product catalog can be viewed in multiple regions, categorized by type of service and product mix, and then rolled into a comprehensive top-level view.

- Product catalog
- Pricing, plans and bundles
- Free trials, promotions, and coupons

Operations Management

SIMPLIFY THE MANAGEMENT OF CONTENT RIGHTS, ENTITLEMENTS, AND PROVISIONING

Evergent makes managing content entitlement seamless and easy, and helps your company manage it across millions of users and devices. We provide functionality, flexibility, and control easy so you can enhance your services.

- Entitlement and provisioning management
- Parental controls (rating levels)
- Concurrent sessions and device management

Revenue Management

KEEP TRACK OF GLOBAL PAYMENT, BILLING, AND TAX

Evergent supports numerous payment methods and more than 150 global currencies and allows you to define different billing areas based on geolocation. You can also define daily, weekly, monthly and yearly billing periods, as well as different billing cycles for each billing period, bill-run status for the given cycle and much more.

- Range of payment types
- Variety of billing plans
- Hybrid carrier/telecom billing

Customer Care and Support

MINIMIZE CHURN BY PERSONALIZING THE CARE OF YOUR USERS

Evergent offers a self-service support portal that allows your users to easily view and update account information such as billing, profiles, preferences and credit card information, and can help you reduce churn with account updater services, retry logic, enhanced capture and dynamic offers to maximize retention.

- Consumer care portal
- CSR/call-center interface for managing accounts
- Ticket management system

Reporting and Dashboards

ENHANCE YOUR DECISION-MAKING WITH REAL TIME INSIGHTS

Our standardized dashboards and reports provide a wealth of management information. And our system can be configured to accommodate reporting and decision-support features customized to your specific needs. Output formats are programmed to meet a variety of requirements.

- Real-time data on subscriptions, payment types, and financial performance
- Real-time data on users, channels, devices, partners and more
- Trend reports

Data and Workflow Orchestration

EASILY CONNECT TO GLOBAL VIDEO ECOSYSTEMS

By orchestrating all activities associated with the system, products, tickets and collections (even those with prerequisites or time requirements) we help you manage all data workflow. Move data in and out of the system using real-time APIs. Set up multi-tier, multi-division regions. Aggregate data by region into a single, comprehensive view for better management

- 400+ APIs (SOAP and REST)
- Workflow orchestration layer
- Open, modern service architecture

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ABOUT EVERGENT: ENABLING SUCCESS FOR CLOUD VIDEO SERVICE PROVIDERS

Evergent is a leading global provider of cloud-based, user lifecycle management solutions that enable success for cloud video service providers. Our customers include leading carriers such as AT&T, Airtel, SingTel, and T-Mobile, and leading media companies such as FOX and Sony Entertainment Television.