Subscribe.Nxt

The solution is an end-to-end platform designed to manage products and services in a subscription model. It provides a 365-degree view of the business, including customers, resellers, and back-office operations. The platform offers high flexibility in defining fees based on the product model, reseller network, and location. It also supports configuring unlimited subscription plans and extending the solution to different regions. The platform includes out-of-the-box features such as a customer portal, partner/reseller portal, marketplace for B2B and B2C, content management system, and online/offline modes.

Challenges

- Offering flexible pricing and plan options is complex due to diverse customer needs and fluctuating market dynamics
- Handle promotions, discounts, and add-ons requires meticulous planning and integration to ensure a seamless experience.
- Balancing efficiency and sensitivity in dunning and overdue collections.
- Manage diverse transaction flows and user interactions in B2B and B2C marketplaces.
- Ensure compliance with local regulations involves staying updated with laws and integrating these requirements into the platform.
- Implement detailed and accurate transaction report across multiple systems for transparency.
- Provide user-friendly interfaces and efficient back-end processes for all stakeholders like customer, dealer, and salespersons.
- Implement secure e-signature solutions for contracts demands high security measures to protect sensitive information and prevent fraud.

Offering

- Comprehensive subscription management platform with customizable plan and pricing management.
- Integration with general ledger systems, popular payment gateways, and Microsoft Dynamics 365 ERP systems.
- Automated accounts payable and receivable processes, including dunning and overdue collection.
- Real-time order management and detailed transaction reporting.
- In-built fraud detection engine and AI/ML tools for fraud management.
- Support for multiple promotion codes and flexible management of promotions and discounts.
- Customer, dealer, partner, and reseller portals with self-service options.
- Enhanced customer experience through mobile apps, e-signature support via PandaDoc, and integration with IoT devices.
- VR/AR tools for warranty approval and replacement

Outcomes

- Improved processes lead to smoother operations and less manual intervention.
- Firm adherence to local and international regulations ensures legal and operational security.
- Detailed reporting enhance trust and accountability in every transaction.
- Enhanced portals provide users with more intuitive and satisfying interactions across all platforms.
- Efficient and secure signing processes protect sensitive information and streamline agreements.
- Robust content management systems support dynamic and engaging digital showcases.
- Integration of online and offline processes ensures a consistent and reliable user experience.
- IoT devices provide accurate tracking and better service personalization.
- AI/ML tools detect and mitigate fraud, reducing potential losses.
- VR/AR tools enhance the handling of warranties, providing more immersive and efficient service.

Benefits of Solution

- **Comprehensive Business Management:** The solution offers an end-to-end platform to manage products and services in a subscription model, providing a 365-degree view of the business, customers, resellers, and back-office operations can lead to 25% cost reduction .

- **Flexibility in Fee Definition:** The platform allows high-value flexibility in defining fees based on the product model, reseller network, and location, making it adaptable to various business needs.

- **Unlimited Subscription Plans:** Businesses can configure unlimited subscription plans, offering a wide range of options to their customers and enhancing customer satisfaction by 20%.

- **Regional Adaptability:** The solution is easy to extend to different regions, making it suitable for global businesses looking to expand their reach.

- **Integrated Customer and Partner Portals:** Out-of-the-box customer and partner/reseller portals facilitate seamless interactions and transactions, improving overall user experience.

- **Marketplace for B2B and B2C:** The platform includes a marketplace for both B2B and B2C transactions, broadening the scope of business opportunities.

- **Content Management System:** An integrated content management system ensures that businesses can manage their digital content effectively, enhancing their digital presence.

- **Online/Offline Mode:** The platform supports both online and offline modes, ensuring uninterrupted service and flexibility in operations.

- **Enhanced Customer Engagement:** By providing a modern design, improved navigation, and enhanced functionality, the platform significantly improves customer engagement and satisfaction.

- **Growth in Subscription Economy:** The global subscription e-commerce market is projected to grow at a compound annual growth rate (CAGR) of approx. 69% by 2030. This growth highlights the potential value and market opportunity for businesses adopting subscription models.