

GOTRANSVERSE IMPLEMENTATION KEYS CLIENT SUBSCRIPTION-BASED TRANSFORMATION

The client is a provider of Voice over IP products. Their products include cloud-based voice, contact center, video, mobile and unified communications for businesses.

INDUSTRY: TECHNOLOGY
SERVICES: VoIP SERVICES

BUSINESS CHALLENGE SUMMARY

To stay on the leading edge of their industry, the client needed to change their business model to a subscription-based model.

The client's legacy billing systems could not support changing business needs and growth strategy.

A big part of their transformation to update their Quote to Cash (Q2C) systems was to implement a new billing system (Gotransverse) to support SaaS offers.

ATG SOLUTIONS & TOOLS

ADVISORY SERVICES

ATG performed an assessment of the client's Q2C systems and processes, providing recommendations and best practices to help guide their transformation forward.

IMPLEMENTATION SERVICES

ATG utilized their proprietary Atlas Delivery Framework™ to implement the Gotransverse billing solution on-time and on-budget.

ATG also integrated SureTax and GoCardless solutions utilizing Del Boomi.

IMPACTS & RESULTS

Enhanced and integrated Q2C flow from customer account creation through billing.

Reduced errors in ordering, quoting, fulfillment, and billing functions.

Provided a scalable solution for onboarding multiple business markets onto a single billing platform.

Provided capabilities to support subscription based offers and billing.