Industry: Media & Entertainment

SAP CX C4C, Commerce, Data Mediation and Subscription Billing

By Acuiti Labs

Challenges:

⊘ Manage product bundling and pricing, subscriptions and ability to manage offers.

⊘ Needed provision of offering customers bundled product with multiple options.

⊘ Robust OTC process was required including quotation approval.

How Acuiti Labs resolved these challenges

1

Used integrated CX C4C, Cloud solutions CX Data Mediation, Commerce and Subscription Billing
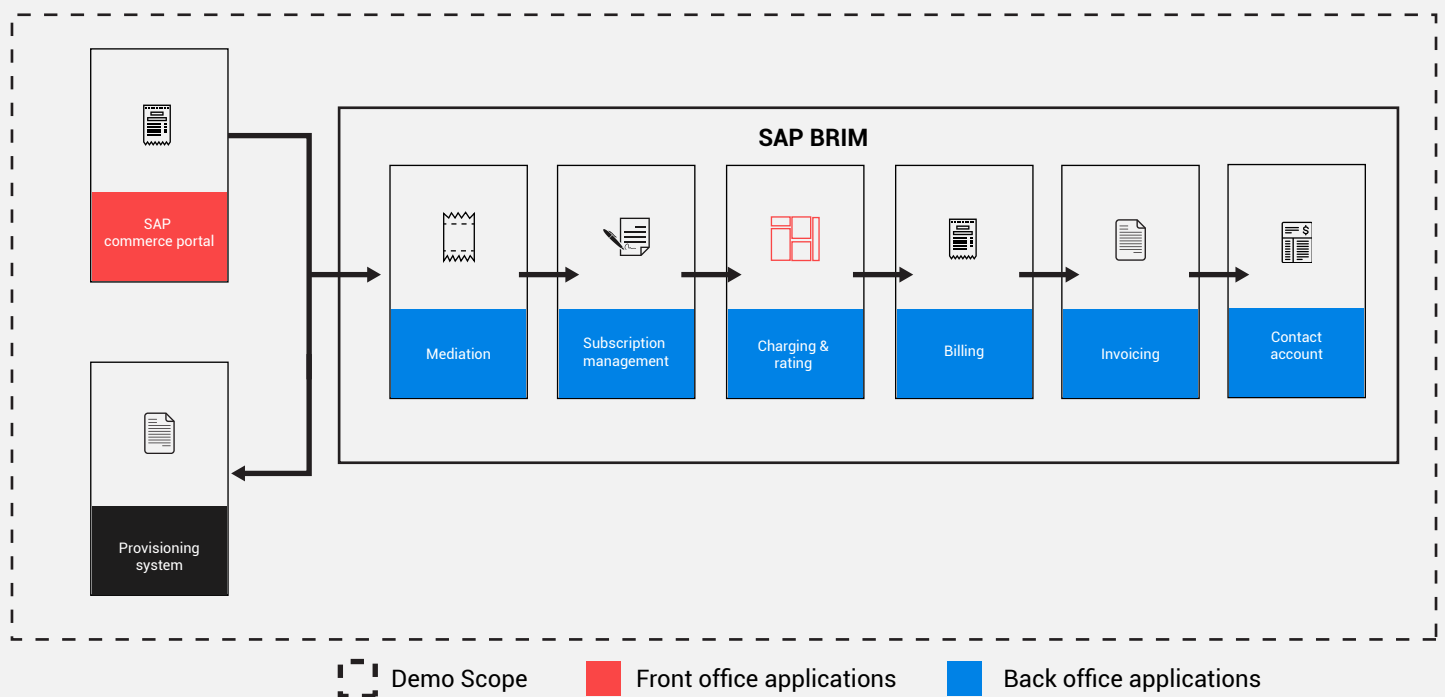
2

Data mediation solution helped with data enrichment and validation

3

SAP Commerce Cloud was used for bundling and from end, SAP BO for reporting and dashboard

Solution Architecture

SAP BRIM

| SAP commerce portal | Mediation | Subscription management | Charging & rating | Billing | Invoicing | Contact account |

Provisioning system

☐ Demo Scope   🟥 Front office applications   🟦 Back office applications

Benefits

✓ Provided a highly scalable and high-performance SAP CX Integrated solution.

✓ Provided a 360° view of customer records to accelerate collections processes and improve customer service

✓ Provided provision of performing usage and recurring based billing

About Us

Our primary objective is to serve in the best interest of our client, and provide them the foundation for a lifelong relationship based on trust and integrity

⊘ Specialist knowledge of the business and technology expertise second to none.

⊘ Our focus always remains the best outcome for our clients and to develop a long-term trusted relationship.

⊘ We always demostrate exceptional standards of professionalism and ability to think outside the box.