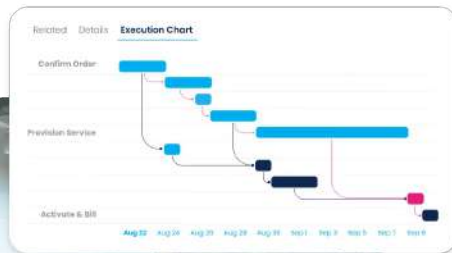


Nextian

Supercharge your Quote-To-Cash on a single software platform



CPQ & Sales

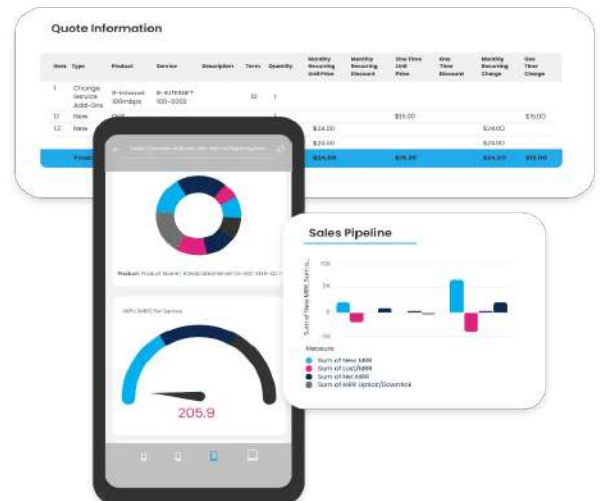
Quickly create accurate quotes for complex subscription products and add-ons including new products, changes, replacements and cancellations.

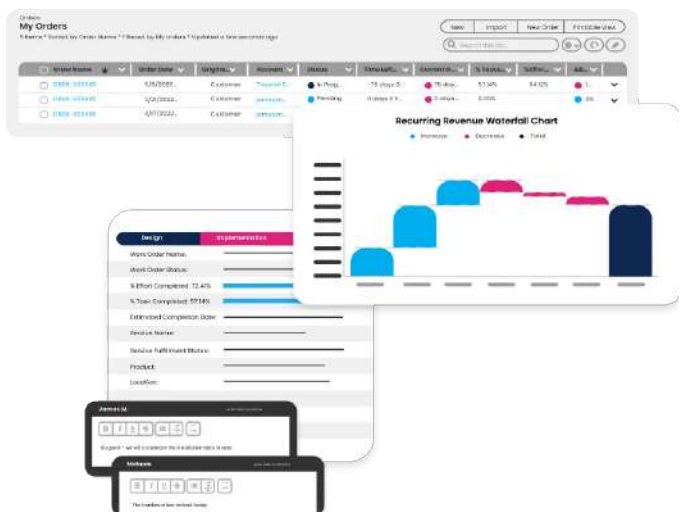
- ✓ **Complex quotes** with subscription services, traditional 'widget' products and add-ons with **recurring, one-time and usage-based charges**
- ✓ Pricing based on **contract term lengths, renewal types** and other criteria
- ✓ **Markups and discounts** with approval workflows
- ✓ **PDF paperwork generation** with fully customizable document templates and **DocuSign signatures**
- ✓ **PDF paperwork generation** with fully customizable document templates and **DocuSign signatures**

Product Management

Plan, launch and analyze post-launch performance of your cloud and communications products throughout their entire lifecycle.

- ✓ **Product catalog** supporting subscriptions, traditional 'widget' products, add-ons and one-off service requests
- ✓ **Workflows** for new products, changes, replacements, re-terms, re-rates and cancellations
- ✓ **Recurring, one-time and usage-based pricing** based on product, term, service address and other criteria
- ✓ Dynamic pricing through **third-party pricing tools integration**
- ✓ Sales and post-deployment **product performance analytics** (won deals, discounts, ARPU, etc.)





Order Management

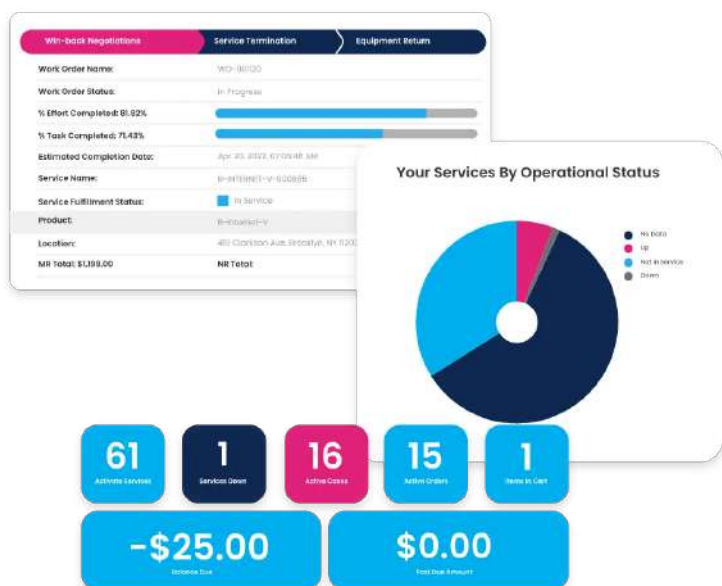
Ensure reliable and consistent customer service delivery with real time forecasting.

- ✓ **Automated orders and workflows creation** from quotes/opportunities with 100% quote-to-order accuracy
- ✓ Support for **new, cancel, change, replace, re-term, re-rate orders** in the same, unified way
- ✓ **Continuously updated delivery forecasts** with new, lost, uptick/downtick and net **revenue & margin analytics**
- ✓ **Automation and integration** with third party systems such as provisioning, satisfaction surveys, hardware configuration and others
- ✓ Built-in billing connector framework for **automated billing integration** to ensure 100% order-to-bill accuracy

Service Management, Support & Monitoring

Ensure customer success with omni-channel support, service monitoring, analytics and automated discovery of upsell opportunities.

- ✓ **Single pane of glass for accounts and services:** products, service addresses, contract terms, renewals, billing, payments and others
- ✓ **Omni-channel support** via email, phone, and the Customer Portal
- ✓ **Integration with NMS/RMM/APM/Observability** systems for complete service status monitoring
- ✓ **Proactive creation of support cases** in response to alarms
- ✓ **Automated discovery of upsell opportunities** based on monitoring data



Customer Portal

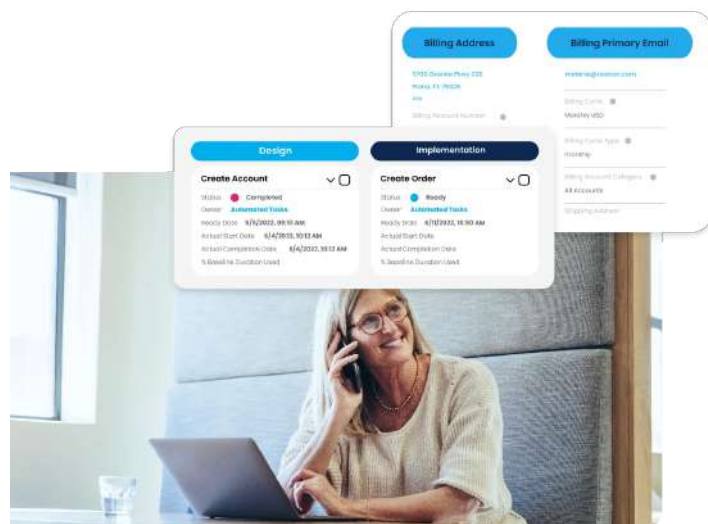
Empower your customers with a 360° view of their accounts, self-service and on-line ordering.

- ✓ **24/7 access to account details**, products, orders, outages, scheduled maintenance windows and others
- ✓ Current and past **support cases with real-time updates** and comments
- ✓ **Current and past orders** regardless of their type (changes, replacements and other order types) and origination (a signed quote, e-commerce, or API)
- ✓ **Billing information** and on-line payments
- ✓ On-line **product ordering**

Billing Integration

Integrate CPQ and Order Management with your billing to eliminate data swivel-chairing and ensure full quote-to-bill consistency.

- ✓ **Product catalogs synchronization** between CRM and billing
- ✓ **Automated creation of new billing accounts and services** from order processing workflows with 100% quote-to-bill accuracy
- ✓ Support for **recurring, non-recurring and usage- based charges**, terms, renewal types and other contractual information as well as **markups and discounts**
- ✓ **Automated billing updates** for feature changes, re-terms, re-rates, cancelations and others
- ✓ Synchronization of account **billing and payment information** to the CRM and the Customer Portal



Network Monitoring Integration

Monitor customer services across all elements to gain a 360° insight into service performance and discover upsell

- ✓ Integration with multiple **NMS/RMM/APM/Observability systems**
- ✓ Complete, easy-to-understand insight into customer services' **performance and availability in the CRM**
- ✓ Monitoring information available in the CRM and **Customer Portal**
- ✓ Proactive support case creation and other **outage automation scenarios**
- ✓ On-line **product ordering**

Reporting & Analytics

80+ pre-configured dashboards and reports featuring real time updates and pre-built, best-practice quote-to-cash metrics.

- ✓ **Sales funnel** with new, lost, uptick/downtick and net revenue & margin, total contract values, new sales, new logos, up-sales and others
- ✓ **Day-to-day operational reports** for order delivery, support cases, service availability and performance
- ✓ **Income statement-like financial performance (revenue, gross & net margin)** reports for services, accounts and products
- ✓ **Self-service data analytics** with pre-built quote-to-cash data points and Salesforce list views, reports and dashboards



All your quote-to-cash business needs in a single, modular platform.