

Amazon

Amazon is a multinational technology company that focuses on e-commerce, cloud computing, digital streaming, and artificial intelligence, among many other things.



The challenge

One service offered by the Amazon App Store is **FreeTime Unlimited**, a service that allows monthly subscribers to play as many games as they want. To make this possible, they secure deals with hundreds of different third-party game developers each with their own payment agreements.

Initially, the App Store's finance team with manually inputting data into spreadsheets on every single deal. This meant that the team was spending a whole lot of time on manual data entry. They needed an efficient system that could automatize the processing of hundreds of different contracts, while keeping track of the different payment schedules agreed upon in each individual deal.

The solution

We kicked off the project discussing with the different stakeholders the complex calculations and formulas involved in the processing of their contracts. In 3 months, we built a payment and amortization scheduler inside Salesforce to help Amazon track the contracts signed with third-party game developers. It used to take a couple hours per contract — now it only takes a couple minutes.

In the past, the finance team had to review the business team's contracts and upload everything to a spreadsheet. Now, the business team are the ones setting up the payment plan directly in Salesforce. Once the payments are scheduled, the finance team gets customized reminders and payment alerts, to ensure that Amazon's partners get paid on time.



How we help

At the end of this process, Amazon got:

The ability to streamline their payment schedule and calculation processes. That means they: **Save timeProtect relationships – Avoid headaches.**

This new feature has allowed Amazon to automatically track, follow up on, and honor hundreds of contracts.

2h to 2 min

**Contact Management
reduction**

2x

**On-time Payment
increased**

2x

**Porcess Automation
and Optimization**