



cloudmore

Cloudmore Subscription Commerce Platform

MSP Solution Overview



Simple. Powerful. Beautiful.

cloudmore.com

INTRODUCTION

Step into the future of commerce with Cloudmore. We help businesses accelerate growth by unlocking new customer-centric offers, streamlining operations, and growing margins. Our platform offers a comprehensive solution for automating processes, uniting your B2B2C supply chain and ecosystem, and transforming your business. Cloudmore is the innovative digital commerce platform you've been searching for.



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THE CHALLENGE

Resellers and Managed Service Providers are facing challenges in managing the increasing demand for recurring, consumption-based SaaS and public cloud services, with the need to balance customer satisfaction and increased workloads with cost management. This results in intense competition and pressure on service provider margins, making it difficult for them to manage growing people costs and keep up with faster sales cycles and complex operational billing processes.

CLOUDMORE SOLUTION OVERVIEW

Cloudmore is a vendor and distributor agnostic platform that helps IT service providers manage subscriptions and automate complex billing processes. The platform offers a one-stop-shop solution for consumption and subscription management, enabling customer self-service and billing. Onboarding is fast, and the multi-tenanted platform can be used stand-alone or using the extensible APIs easily integrated into your existing technology and data stack. The single code base SaaS platform is regularly upgraded and supported by a dedicated team, ensuring high availability and 24/7 management. With a robust SLA and a focus on customer experience, including proactive and reactive support, Cloudmore aims to help IT service providers thrive in a subscription-based world.

WHO IS IT FOR?

The platform is ideal for IT service providers looking to manage and automate their subscription billing processes in a cloud-first world, especially resellers and managed service providers who are quickly adapting to meet the increasing demand for recurring and consumption-based SaaS and public cloud services. The platform aims to serve the needs of these service providers by offering a one-stop-shop solution for subscription management and billing, focusing on customer experience and efficient operations.



MICROSOFT DIRECT CSPS

Cloudmore has built on top of the subscription commerce platform one of the industry's leading solutions for Microsoft Direct CSPs, who can grow faster, protect their margins benefit, and win new business by offering customers an enhanced experience. If you are considering re-platforming your CSP automation solution soon, please get in touch.

CLOUDMORE'S DIFFERENTIATION

- **Vendor and Distributor agnostic platform:**
Cloudmore is not tied to any particular vendor or distributor, giving IT service providers more flexibility and choice in their services.
- **One-stop-shop solution for subscription management and billing:**
The platform offers a comprehensive solution for managing subscriptions, billing, and customer experience, eliminating the need for multiple systems and manual processes.
- **Fast onboarding and multi-tenanted platform with extensible APIs:**
The platform is designed for easy onboarding and supports adding new capabilities and functionality through its multi-tenanted architecture and extensible APIs.
- **Constantly improved:**
The platform is managed and supported by a dedicated and innovation-driven production and development team, with high availability and constantly improving capabilities.
- **Robust SLA and mobile-friendly interface:**
With an impressive SLA of +99.99% for 15 years running and a mobile-friendly interface, IT service providers can manage their recurring business 24/7 from anywhere.
- **Focus on customer experience:** Cloudmore delivers an excellent customer experience with complete transparency, honesty, and efficiency, helping IT service providers build sustainable and profitable businesses.

- **Error-free billing:**
Cloudmore automates and manages all the elements that make subscriptions complex, ensuring consistent and error-free billing.
- **Self-guided sales and support:**
By giving customers visibility and control to manage all the services in their portfolio, Cloudmore enables self-guided sales and support, reducing costs and improving customer satisfaction.
- **Future-ready platform:**
With the platform constantly upgraded and supported, IT service providers can be ready for a future where much control will be in the hands of the customer.
- **Scalability and cost efficiencies:**
Cloudmore helps IT service providers unlock growth through scale and cost efficiencies, providing a platform that supports their businesses grow

HIGH-LEVEL TECHNICAL DETAILS

- Cloudmore is a SaaS platform that runs as an instance on Microsoft Azure, replicated to Amazon with separated platforms in the EU and US, using a layered security architecture for protection.
- The platform requires a secure connection using SSL encryption, and all data is encrypted both in transit and at rest.
- Passwords are stored as salted hashes for added security.
- The platform is monitored around the clock and has a comprehensive disaster recovery plan in place.
- The platform supports Role Based Access (RBAC) and Key Account Manager (KAM) settings.
- Daily backups are taken, and recovery tests are performed regularly.
- The platform is accessible through supported browsers: Google Chrome, Mozilla Firefox, Microsoft Edge (Windows), Internet Explorer 11 (Windows), and Safari (Mac).
- The platform is delivered as a single codebase SaaS service, with all management operations completed in the platform or via API calls.
- The Cloudmore API supports integration with other business systems and is secured with OAuth 2.0 and JWT access token format.
- Detailed information on the API can be found in the Swagger document at <https://api.cloudmore.com/swagger>.

DEPLOYMENT SUMMARY

The Cloudmore deployment process involves onboarding, implementing and loading, and migrating services into the Cloudmore platform. Cloudmore takes the role of facilitator in the process, customizing the process depending on customer needs.

The process involves

- Defining the internal and external stakeholders,
- Agreeing on success criteria and timeline,
- Documenting tasks and accountabilities,
- Supporting data import or integration, and
- Dealing with any data inconsistencies or errors.

The customer success team assigns a project owner, project manager, and project sponsor from senior management to work with the customer in creating a shared project plan. The project is executed to ensure success in a timely manner. For Microsoft CSP customers, we expect the time to value to be less than 45 days.



PRICING MODEL

The Cloudmore business model has a fee-based structure, which consists of two main components: a fee per tenant, and an annual sales transaction revenue tier,

- The fee per tenant is charged for each top-level or sub-level entity, such as partners and resellers.
- The sales transaction revenue tier is based on a fixed monthly/annual fee on the expected sales transaction revenue, with contractual terms governing movement between tiers.

Please contact us to discuss your particular requirements for Cloudmore, including your estimated sales transaction revenue you expect to process through Cloudmore.

YOUR NEXT STEPS

To evaluate if the platform will meet your specific requirements.

- Define your requirements and pain points: Before evaluating a supplier, you should identify your business needs, goals, and challenges in your current billing and subscription management process. Cloudmore can also help you identify your needs.
- Research potential suppliers: The MSP should research potential suppliers, their products, and services, including features and benefits, customer reviews, and industry recognition.
- Request product demos and presentations: Request a comprehensive demonstration to see how the platform works and better understand its features and capabilities.
- Evaluate the platform's security and compliance: It is essential to understand the platform's and provider's security and compliance measures to ensure that customer data and transactions are protected.
- Consider the total cost of ownership: You should consider the total cost of ownership, including the cost of the platform, integration and customization, support, and training.
- Reference check: Check existing customer references and case studies to understand their experience and success with the platform.
- Implement and test: Once the platform is selected, run a POC or trial period to implement and test the platform to ensure that it is working as expected and that support employees are trained on how to look after you effectively.

Cloudmore is the innovative digital commerce platform that offers a comprehensive solution for automating processes, streamlining operations, and uniting your B2B2C supply chain and ecosystem. Our platform helps IT service providers manage subscriptions and automate complex billing processes, leading to increased customer satisfaction and margins. With fast onboarding, a multi-tenanted platform, and 24/7 support, Cloudmore is designed to help IT service providers thrive in a subscription-based world and stay ahead of the competition.

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