



cloudmore



CSP Automation and Billing Platform 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.



THE CHALLENGE

Today, more than ever, Microsoft Direct CSPs are facing the challenges of managing the growing demand for recurring and consumption-based SaaS and public cloud services while balancing customer satisfaction, increased workloads, and cost management.

The intense competition and pressure on service provider margins makes it difficult for them to manage costs and keep up with faster sales cycles and complex operational billing processes, which can lead to revenue leakage through manual and automation errors. Any lack of transparency and traceability in customer actions hinders the ability to grow revenue and margins.

Class-leading Direct CSPs with advanced automation are now experiencing faster growth in revenue and margins, outpacing their competitors in pursuing profitable market share. This positions them well to capture additional, potentially more profitable opportunities within their customer base.

THE CLOUDMORE DIRECT CSP SOLUTION

Cloudmore is a comprehensive commerce platform designed to help Microsoft Direct CSP providers manage customers and subscriptions and automate their billing processes with increased efficiency.

Our platform offers a class-leading, one-stop-shop solution for consumption and subscription management across all Microsoft CSP services, enabling customer self-service and streamlined billing. The platform is easily integrated into your existing technology stack through our extensible APIs, and the integration with Microsoft allows for speedy onboarding.

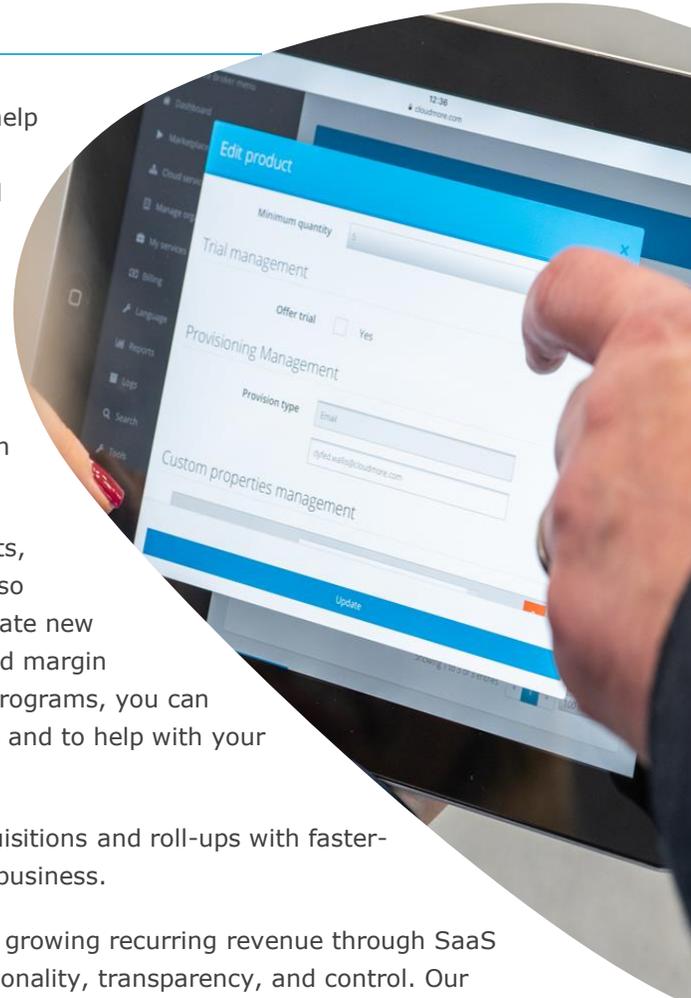
With Cloudmore, you can use increased automation to lower costs, redeploy resources, and reduce human errors. Our platform is also designed to drive business model innovation, allowing you to create new differentiated offers and minimize the risk of commoditization and margin erosion. By aligning with Microsoft and other new vendor SaaS programs, you can get more attention and funding from Microsoft for new initiatives and to help with your platform costs.

Our platform supports CSP migration from indirect business acquisitions and roll-ups with faster-productized customer migrations, making it easier to grow your business.

Cloudmore increases your business value in the CSP program by growing recurring revenue through SaaS or consumption-style offers, offering your customers more functionality, transparency, and control. Our platform serves as a launch pad to help you transform and scale your business, providing you with the tools and support you need to succeed in today's rapidly changing marketplace. With a focus on customer experience and a robust SLA, Cloudmore is committed to helping you thrive in a subscription-based world.

WHO IS IT FOR?

Cloudmore's Direct CSP solution is ideally suited for IT service providers who are looking for a vendor and distributor agnostic platform, whose current platform or solution is no longer fit for purpose or is not allowing them to scale up, not just their Microsoft business but to future proof to manage subscriptions, integrate with other systems, automate complex billing processes, increase automation and efficiency across multiple vendors and create new differentiated offers. Many new Cloudmore customers are looking to service multiple regions, support business acquisitions, and roll-ups, migrate from indirect distributors, or have grown out of their current solution and are looking for a business partner and a class-leading solution.



THE CLOUDMORE CSP DIFFERENCE

General

- Cloudmore is an innovative commerce platform with a Direct CSP built on top, making it future proof for your business.
- Full traceability of customer and operational team actions, including detailed reporting of subscription changes.
- Configurable approval processes for added compliance.
- Role-based access at the service provider and customer levels ensure that actions can only be taken by authorized users.
- Robust, risk-reducing renewal notifications and reporting.
- Offers a differentiated and superior customer experience, boosting satisfaction and attracting new ones.
- Bi-directional synchronization with the Partner Center – Work can still be done in both places.
- Constant, timely updates to the Microsoft integrations to keep in lockstep with Microsoft.
- Enables self-service purchasing through a user-friendly interface with discovery, quotes, approval processes, and self-provisioning.
- Benefit from a grade-A customer base already using Cloudmore.
- Experience stability and strong Swedish values with years of expertise in delivering a production automation billing and commerce platform.
- Lower total cost of ownership compared to premium competitors.

Billing

- Ensures accurate and up-to-date pricing with API-based price list synchronization.
- Complete synchronization with Microsoft billing rules simplifies the billing process.
- 100% Microsoft invoice cost price reconciliation.
- Eliminates revenue leakage and enables more straightforward issue resolution.
- Ability to insert billing lines for pre and post-invoice adjustments.
- Various billing APIs are available for different use cases.

DEPLOYMENT SUMMARY

The Cloudmore Direct CSP deployment process with Cloudmore is very streamlined. After authenticating your Microsoft partner center token with Cloudmore, you can link the tenants, and all current and historical data will synchronize to Cloudmore. If you use custom pricing for customers, you will need to configure your global or per pricing and then be ready to receive the latest billing data from Microsoft on the billing date.

The project process we follow consists of the following -

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

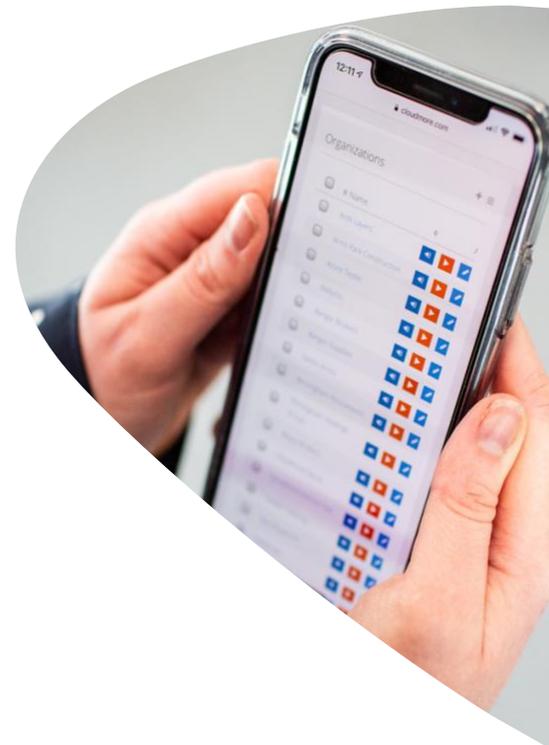
The customer success team assigns a project owner, project manager, and project sponsor from senior management to work with the customer in creating a shared project plan. The project is executed to ensure success in a timely manner. For Microsoft CSP customers, we expect the value to be less than 45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

PRICING MODEL

The Cloudmore business model has a fee-based structure, which consists of two main components: a fee per tenant, 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 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 CSP should research potential suppliers, their products, and services, including features and benefits, customer reviews, and industry recognition. The market is segmented into the CSP only platforms and more fully featured commerce platforms
- 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 works as expected and that support employees are trained 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.

