BillingPlatform

N-ABLE™

Customer Spotlight

About N-able

N-able is the world's leading integrated IT Service Management platform provider and the global market leader in the delivery of integrated cloud-based IT Service Management solutions to Managed Service Providers and end user businesses. Their solutions include a wide product range specifically designed for Managed Service Providers to deliver highly accessible and scalable SaaS technologies under a subscription model.

N-able required a new, comprehensive billing solution that allowed for extensive custom coding for pricing changes, discounts and new product/packaging launches.

N-able's Business Objectives

- Manage a large number of calculations in a single solution that were being done outside of the billing system (overages, usage pooling, mid-month upgrades)
- Close gaps in upstream and downstream billing integration and reporting to streamline processes and improve accuracy
- Improve customer experience by providing a clear and accessible billing process

BillingPlatform's Solution

- Robust Platform: Flexible APIs and tools to support complex billing structures for each complex use case
- Account Hierarchy Support: Enabled consolidation of billing for multiple MSPs and simplified payment processes
- Customer Portal: Enhanced user experience with transparent, easy-to-navigate billing details

N-able's Results

✓ Consolidated multiple legacy billing systems onto a single platform to improve operational efficiency

✓ Simplified end-user experience through streamlined payment portal to increase customer satisfaction

BillingPlatform Portfolio

Billing	Financial Management	Revenue Recognition	Payments	Collections	Customer Portal