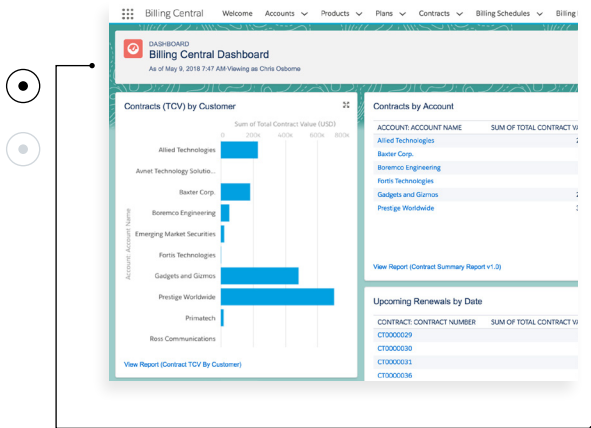# certinia

Services Billing

Centralize and manage even the most complex customer relationships with Certinia Services Billing.

Manage multiple services-based billing models with ease

Say good-bye to complex billing issues. Whether you deal in time and materials (T&M), subscription-based contracts, fixed-fee services, or a blend—all revenue and billing can be accommodated. You're free to develop pricing and billing processes tailored to your customers' needs. Native to the Salesforce platform, Certinia Services Billing gives you the power to manage your customer relationships and billing processes in one closed loop process.

"We now have complete end-to-end visibility into our finances."

Paul Steele, Senior Director, Seagate

SEAGATE

Centralize every services-related billing model

With Certinia, you can configure pricing and contract terms from a central location. Take advantage of flexible pricing structures and volume breaks, use plans to package or bundle services, manage contract renewal, and automate billing operations and taxation.Subscription lifecycle management, including amendments and renewals

- Support for various pricing models, including fixed, volume, and tiered pricing
- Support for one-time, recurring in advance, or arrears
- Flexible price books, discounting, and proration
- Built-in invoicing, communications, and notifications
- Usage pricing and rating

Full visibility from opp-to-renewal

With your entire business working from the master customer record, everyone has the information they need to manage the customer relationship. Analyze customer data at any stage, get the insights you need, and make informed decisions.

- Support renewal revenue with proactive notifications
- Monitor status of accounts and make collections a team sport
- Change contracts and billing terms with speed and ease

United front & back office

Certinia seamlessly connects to Salesforce CRM and other Certinia solutions, allowing you to unify billing, revenue recognition, and accounting operations across the organization.

- Support ASC 606, IFRS 15, and AASB 15
- Process payments through partner solutions
- Build processes that delight customers
- Connect billing data across your tech stack
- Establish an end-to-end audit trail
- Consolidate multiple invoices and sources of revenue into a single invoice
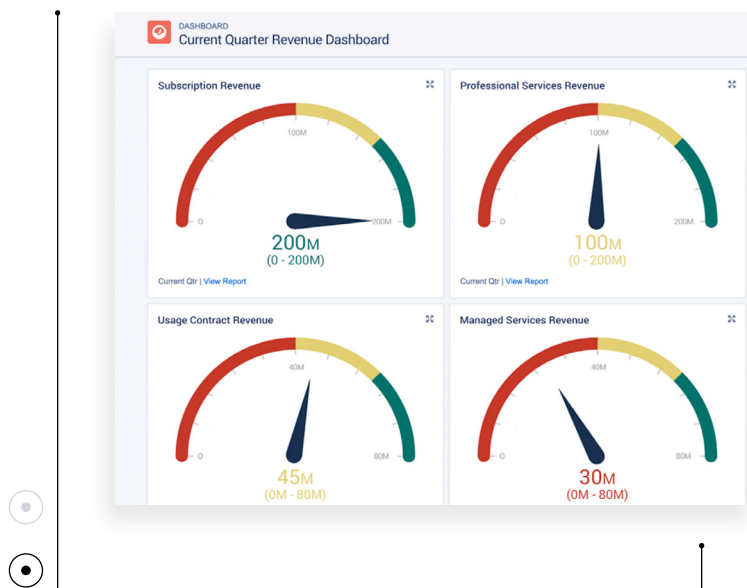
Comprehensive reporting

Having a unified billing system makes powerful real-time insights and analytics possible. Produce comprehensive reports and drill down into dashboards to see all customer interactions and transactions.

- Use templated reports or create your own
- Get a complete, accurate picture of revenue
- Create dashboards with data from all departments

Salesforce platform

Already a Salesforce customer? Natively built on the Salesforce platform, Certinia gives you even more value with the world's #1 cloud platform. Instead of maintaining technology and your IT stack, you can focus on serving customers and growing the business.

- Enjoy an easy-to-use and secure user experience
- Tap into AppExchange, the world's leading business app marketplace
- Leverage the future of reporting and analytics with Salesforce CRM analytics

certinia