Sungard Selects Aria Systems' to Innovate and Rapidly Grow Usage-based Services

Overview

Industry:
Information Technology

Headquarters:
Wayne, Pennsylvania, USA

Challenges
- Quickly and cost effectively launch new products across all global regions
- Handle complex custom contracts and usage-based services
- Offer a single record of truth, complete transparency and 100% accuracy of client charges
- Support day to day operations and reconciliation activities that require multiple custom reports

Benefits
- Quicker time to market of a wider variety of product offerings
- Provides an understandable and actionable bill, increasing customer satisfaction
- Enables customer self-service for upsell and cross sell opportunities
- Future-proofs Sungard AS' business with a flexible and scalable billing platform

Sungard Availability Services (Sungard AS), (http://www.sungardas.com) provides managed IT, cloud and recovery services for multi-national enterprises. Sungard AS has more than 7,000 customers in North America, Europe and India and operates approximately five million square feet of data center and operations space globally. Sungard AS maintains a diverse customer roster who rely on them for uninterrupted access to their mission critical data and systems.

Sungard AS employs over 3,000 professionals with extensive IT and business experience and is headquartered in Wayne, Pennsylvania.

The Challenge

Sungard AS expected rapid growth from new service offerings. Yet, they were being held up by their incumbent on-premise billing system that wasn't agile enough to quickly offer new pricing models and packages. Too many resources were required to launch products and offers at the speed required. Additionally, the system relied on manual processes and spreadsheets to complete basic functions. As such, it couldn't scale to efficiently handle usage-based pricing models, which were increasingly demanded by customers. Finally, Sungard AS wanted their invoice to be their calling card of service excellence. It needed to accurately and clearly describe what services were purchased, how much was consumed and at what price.

The Solution

Sungard AS chose Aria Systems, Inc. as the billing system of record to support growth of their expanding recurring revenue business. In a quick 20 weeks, they migrated their self-managed cloud billing operations from their on-premises system to Aria's API-driven, cloud-based platform to an extensible, enterprise-grade monetization platform. The platform scales to easily execute a wide variety of monetization models and handle complex business needs. The system elegantly handles parent-child account hierarchies, employed for customer accounts, increasing billing and reporting flexibility – a win for both Sungard AS and their customers. Finally, Aria supports Sungard AS' product catalog, which utilizes a complex supplemental plan and plan unit schema to effectively track and bill usage by virtual machines.

Benefits

Aria helps Sungard AS meet the business needs of the different regions across the globe. With Aria, Sungard AS can quickly generate a wider variety of product offerings and manage highly variable and complex custom contracts. Sungard AS is also improving the customer experience by generating a bill that represents exactly what their customers have bought with transparency and visibility into what they have purchased. Customers are then empowered to optimize their spend, charge back to departments and keep all stakeholders accountable.

"Aria helps make Sungard AS a trusted partner that's easy to do business with, which helps us retain long-term enterprise customers who continue to grow their spend with us."

—Josh Crowe, CTO, Sungard Availability Services

For more information go to www.ariasystems.com
or contact Aria at info@ariasystems.com or 1-877-755-2370.