

A leading SaaS restaurant management software company reduced revenue leakage by 18%

Case Study

Challenges

The client is one of the leading business houses offering SaaS restaurant management software. Their workflow-based CPQ application lacked modern security features. The client was sending quotations and pricing to the prospects on MS Excel. Using a legacy billing application was bringing inconsistencies, errors, and CRM integration challenges.

The client was in trouble and couldn't scale the business because of all these challenges. In the quest for searching solutions, CommerceCX entered the scene and analyzed the challenges the client was facing and created an action plan to streamline the legacy CPQ (Configure Price Quote) system.

We provided the following solutions to the customer as a part of our solution plan:

Solutions



Reduced desk review time

The client used to take a lot of time reviewing the deals. It was a manual and repetitive process. Our CPQ transformation reduced client's time and efforts by 60%. It freed up time for business critical issues.

Value Created

- 60% reduced time & effort
- 18% reduced the revenue leakage
- 100% customer retention rate





Decreased revenue leak

There were a lot of inaccuracies and mistakes in the billing data. Such human-errors were creating massive revenue leakage in the billing cycle. We automated all the redundant tasks to reduce the errors and decrease the revenue leakage by 18%. The client could recognize the revenue with our solution.



Streamlined Lead-to-Cash process

We streamlined the Lead-to-Cash process with automation and third-party integration to Avalara, Conga, DocuSign, and Chargent. Such integration brought all data together onto a single platform with better visibility.

Why CommerceCX?

We at CommerceCX provide proven solutions to transform your Lead-to-Cash, CPQ, CLM, order & billing management, and CRM. Our solutions are SaaS based and you can get a 100% client retention rate. You get faster time to value with our implementation accelerators and value based delivery method.



About CommerceCX

We believe in giving back and working to make a difference in the life of another. As a team, and as individuals, we donate time and resources to strengthen our communities, both where we work and where we live

