



CASE STUDY

Enhancing the customer experience with billing automation

N-Able simplifies complex billing with BillingPlatform



From 7 to 1

Consolidated seven acquired billing systems into a single BillingPlatform solution



Speed & transparency

Faster, clearer billing for customers



Ease of compliance

Adheres to strict compliance and security standards using BillingPlatform automations



THE CHALLENGE

Making highly complex billing simple and clear for customers

“We’re a global company with 32 offices around the world, and there are three vendors almost everybody in our company knows: Microsoft, Salesforce, and BillingPlatform. That’s how important BillingPlatform has been to our company and positioning us for continued growth.”
- Joel Kemmerer, Chief Information Officer, N-Able

N-Able is a global, \$400 million software business whose suite of solutions helps IT managed service providers (MSPs) scale remote management, security, and backup of cloud and on-premises infrastructure, all through a single pane of glass.

The company serves about 25,000 MSPs worldwide, and its invoices help determine what the MSPs bill their own customers. “How we bill is a critical element in our customers’ business, so we need to make sure that the billing experience we’re providing is efficient and transparent—and scalable to support our customers’ growth and our own,” says Joel Kemmerer, N-Able’s Chief Information Officer.

“We have now consolidated all seven previous billing systems—all of our business—onto BillingPlatform. And while we’re accelerating processes significantly, we’re also more in control of the billing experience we provide to customers.”
- Joel Kemmerer, Chief Information Officer, N-Able

Why BillingPlatform?

N-Able first adopted BillingPlatform several years ago, after it had grown rapidly through acquisitions and accrued seven separate billing systems.

“We wanted to consolidate to a single, best-in-class platform that we could really scale from,” says Joel. “We chose BillingPlatform based on several criteria:”



Flexibility for complex pricing

“Our billing is highly complex, and we can use BillingPlatform to deliver clarity and simplicity to our customers.”



Automation for speed

“We’ve really accelerated our internal processes and improved efficiency.”



Compliance control

“We’re a publicly traded company, we’ve got to comply with SOX and other regulations. BillingPlatform’s automations make it much easier to adhere to strict compliance and security standards.”

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After completing the consolidation, N-Able began extending self-service capabilities to partners and customers through BillingPlatform’s portal, enabling them to more easily make payments, look at their billing history and billing usage details, and more. The team also eliminated complexities in dunning and collections by using BillingPlatform’s native capabilities for those processes.

Keys to success

Joel says a mandate from N-Able’s executive leadership was crucial to the migration project. “Billing system migration relies on a variety of constituents: IT, finance, operations, etcetera,” he says. “There’s a lot of garnering of support across the organization. And in a high growth company like ours, not everyone wants to shift time and effort to putting in a new billing system. But when leadership makes it a strategic initiative about improving the customer experience, the teams get on board.”

Another key was collaboration between N-Able and BillingPlatform. “We knew it was going to be challenging because of how complex we are,” says Joel. “We needed a solution that could adapt and move quickly. Relative to some of the other platforms out there you’re going to get more support from BillingPlatform in that journey.”

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Finally, for other companies implementing BillingPlatform, Joel recommends a phased progression. “Don’t try to take on the most complex thing first. Start with some smaller wins, build momentum and build your team’s competency in the platform.”