Strategic imperatives

In Conversation with:

zen

Discover how Elevate transformed billing for Zen Internet

With a reputation built over more than 20 years, Zen Internet has grown from a pioneering start-up into an award-winning communications provider, offering clients a broad range of market-leading data, voice and hosting services.

Zen have invested heavily in their infrastructure to provide a future-facing and high-performance network. They needed a robust, flexible and scalable billing solution that could keep pace with their business. They found it in Strategic Imperatives' innovative Elevate platform.

> "Elevate has brought strategic advantages to Zen. We need to move quickly to stay ahead, so it is essential to have a platform like Elevate and a reliable partner like Strategic Imperatives to support this."

Read More

Andrea Warburton
Senior Business Analyst

"We were using a bespoke in-house system which required manual processing and maintenance. This was very time cosuming and, therefore, not scalable for supporting our growing business.

Revenue assurance was sometimes patchy, and gaps in our processes meant that some revenue was disappearing into a black hole. It immediately identified revenue leakage, so we had an instant return on investment. Elevate has allowed us to streamline our processes, and its real-time analytics put control back in the hands of our team."

Chris Platt
Head of Systems development

"Zen is growing fast. So, it's important that our billing system is a fully integrated and best-of-breed platform. One of the key business advantages Strategic Imperatives have created with Elevate is its ability to integrate seamlessly with other systems like order management and CRM.

It was important to us that our transition to Elevate didn't impact our customers or staff. Strategic Imperatives' onboarding team took full ownership of the migration and ensured a seamless rollout across our business.

And because Elevate is cloud-based, we don't have to concern ourselves with updates and maintenance, freeing our team to focus on our own product development and business. Of course, we have security accreditations to maintain, so the platforms we use have to meet those standards.

Additionally, Elevate offers real-time data analysis, which brings a degree of insight into our business that we didn't have before. The information allows us to identify trends and pre-empt customers' needs with responsive services."

Andrea Warburton
Senior Business Analyst

"What surprised me most is how Elevate has freed up resources in our business and allowed us to expand the range of products we offer. Previously, launching a mobile service would have been a massive undertaking, requiring us to build a whole new rating engine. With Elevate, it's just a simple configuration.

The features Strategic Imperatives continues to roll out in Elevate are excellent, and we have become active contributors to their roadmap, particularly in areas like fraud alerting, cloud billing and analytics.

Elevate has brought many strategic advantages to Zen. Because of the company we are and the industry we are in, Zen has had to move quickly to stay ahead, so it is essential to have a platform like Elevate – and a partner like Strategic Imperatives – that we know we can rely on."

> "Strategic Imperatives' on-boarding team took full ownership of the migration and ensured a seamless rollout across our business."

1

Power of Now
Elevate's real-time engine and stunning dashboards keep a constant eye on your margins, profitability, and exposure providing invaluable insights into your business's performance, equipping you to make informed decisions with confidence.

2

Contracts and Subscriptions
Elevate simplifies and streamlines your contract and subscription management with flexible auto-renewal rules, competitive in and out-of-contract pricing, and seamless calculation and billing of early termination charges.
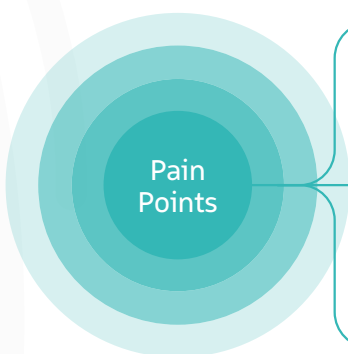
3

Creative Promotions
Elevate puts a variety of creative promotions at your fingertips, to launch with just a click. From Black Friday deals to free Monday calls and temporary social tariffs, Elevate supports your marketing team's vision – no matter how innovative or ambitious it may be.

4

Elastic Magic
Experience unprecedented scalability and performance with Elevate's cloud-native implementation, and multi-tenanted model. Our 'Elastic Magic' technology offers lightning-fast speeds, multitasking, security, and disaster recovery capabilities.

Pain Points

01
Obsolete technology
A bespoke in-house system which required manual processing and maintenance.

02
Process inefficency leading to revenue leakage
Lack of automation and analytics affecting critical revenue assurance.

03
Time and resource intensive
Reliance on a 'needy' billing system that is resource draining, creating unnecessary hurdles.