Implementing NetSuite's SuiteBilling module for Cybertill

Founded in 2001 by Ian Tomlinson, Cybertill is one of the world's first cloud-based Electronic Point of Sale (EPoS) and retail management platforms.

Cybertill is designed to enable a real-time, single view of stock, sales, and customers across all touchpoints, including integrated systems, branded and pop-up retail shops, mobile point of sale, click and collect points, franchise stores, concessions, and ecommerce.

With over 700 general retail, charity, and visitor attractions customers across over 7,500 locations globally, Cybertill is the leading cloud-based retail management software provider in Europe.

The Background

Before engaging with 3RP, Cybertill had been an active NetSuite user for more than a year, managing all billing processes through NetSuite's sales order and contracts module. To better support business growth, Cybertill wanted to streamline the billing and recurring revenue processes, facilitating the management of the up and down-sell cycle within a contract term.

This project brought aggressive deadlines, with a clear brief to engage and implement operational support within a two-month timeframe, making this one of our most ambitious to date.

This project has dramatically improved business efficiency, with a scalable system that delivers precise reporting data whilst streamlining the up-sell and down-sell process at the click of a button.

The Solution

Working closely with the team at Cybertill, we spent time documenting and understanding the intricacies of the business; including heavily customised processes and data structures which would require specialist alterations.

We identified NetSuite's SuiteBilling Module as the right solution - a sophisticated system designed to manage the complete contract billing lifecycle, supporting bespoke customisations and the easy management of upsell, down-sell and revenue recognition.

The Results

A fast-track project, with bespoke elements and a very aggressive go-live date, we completed the build and delivered a testing and training program to hit our 'go-live' target date, with a successful billing run (which reconciled to the penny!) on 1st March 2023.

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The result is a significant reduction in the volume of customer enquiries, and a future-proofed solution that automates all billing and invoicing through a simple subscription process.

What happens next?

Cybertill plans to open operations in Australia. Remotely, our team will work with Cybertill to configure the module and customisations required to support growth in new territories.

Summary

We're delighted with the outcome. From the get-go this was a very challenging, high-pressured brief that required daily client calls. But the exceptional working relationship we built with Cybertill resulted in a near perfect delivery – and a very happy client!

Cybertill®

💜❣ 3RP were able to put together a Fast-track implementation programme for an additional module (SuiteBilling) on our NetSuite software. Although the pressure has been high at times due to the speed of delivery required by our Board, it has been a pleasurable experience working with the 3RP team. The team are extremely responsive and committed when working on tight deadlines and always go that extra mile. Although we were delighted to meet our Go Live deadline, we also felt a slight sadness that the project had come to an end due to fact that we had built up such a good rapport with the team. 💜❣

Liza Howard - Finance Manager, Cybertill

3RP

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