






## **Estuate amps up subscription business of a US-based hotel management software MNC**

The client is a major player in the worldwide hotel management software arena. The company's guest data platform is built to help hotels know, understand, and earn valuable guests like never before. Many of the world's leading hotels are in its customer base. The client has won numerous awards for its Software-as-a-Service solutions. The organization was founded in 2009, and it is headquartered in San Francisco, CA.

# 1. Business Challenge

**The client administers its subscription operations using Zuora (leading enterprise subscription management platform). To enhance operational efficiency, it needed support from a strong Zuora partner. In functional terms, the client wanted:**

-  Streamlined management of all customer quotes
-  Accuracy in all gathered bill-to and sold-to contact data
-  Minimal manual intervention in the contact data collection process

## 2. Estate Solution

**Estate's best-in-class expertise as a premium Zuora partner helped to bolster the client's subscription operations.**

- **Designed a master quote object** to stop the dispatch of individual quotes
- **Configured the object as customizable** for linking and sending quotes together
- **Built a new automation logic** for pre-populating contact data as per the client's need
- **Eliminated the need for manually packaging** contact data by the sales team

# 3. Business Impact

**The client re-equipped its subscription business with Estuate's cutting-edge Zuora capabilities. The visible wins included:**



Faster customer acquisition  
and processing of deals



Improved data consistency and  
billing & collection efforts

# Talk to our experts



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## About Estuate

Estuate is an ISO-certified, global Product Engineering and IT Enterprise Services company headquartered in Milpitas, California and with offices in Canada, India & the UK. The company specializes in leading-edge technology solutions such as Digital Transformation Solutions, Product Engineering Services, Data & Analytics, Subscription Billing, Revenue Management & Governance, and Risk & Compliance. It carries proven expertise across Healthcare, Hi-tech, Retail, Finance, Software, and Insurance domains. Estuate services reflect extreme customer service and extraordinary results.

