



## AARIALIFE HELPS CLOUDINSTA24 STREAMLINE SUBSCRIPTION-BASED SERVICES WITH ZOHU ONE IMPLEMENTATION

### CUSTOMER AT A GLANCE

Cloudinsta24 is a global ICT services company that provides a wide range of services, including network and solutions, cloud services, security, colocation, professional support, and IT infrastructure management. With a diverse range of subscription-based services and a complicated process for managing them, Cloudinsta24 faced several challenges in efficiently managing their services. To streamline their processes, Cloudinsta24 chose Zoho One and partnered with Aarialife to implement the solution for their sales team.

### RESULT

The implementation of Zoho One by Aarialife helped Cloudinsta24 to efficiently manage their subscription-based services, resulting in a streamlined process for the sales team. The customized solution provided by Aarialife enabled Cloudinsta24 to efficiently manage their customer onboarding processes, contracts, commissions, revenue calculations, customer tickets, and project installations. The implementation of Zoho One proved to be a valuable investment for Cloudinsta24, enabling them to provide better services to their customers and streamline their business processes.

### WHY AARIALIFE?

After scanning the market for several months, Cloudinsta24 chose Aarialife as their Zoho partner due to their experience in implementing Zoho for multiple customers. Aarialife provided Cloudinsta24 with a detailed plan for implementing Zoho One and demonstrated their ability to customize the solution to meet their specific business needs.

### BUSINESS CHALLENGES

Cloudinsta24 faced several challenges in managing their subscription-based services, including different documentation and contract periods, commission and government fee calculations, and various incentive plans based on services, designations, and revenue amounts. Additionally, managing vendors for closed deals and updating them for further installation, managing customer ticket conditions in a single place, calculating partner commissions based on different recurring, and recurring invoices based on contract duration, were all challenges for the company.

### SOLUTIONS

Aarialife implemented Zoho One for Cloudinsta24 using various products, including Zoho CRM, Zoho Creator, Zoho Books, and Zoho Project. Zoho CRM was used to organize all customer onboarding processes, manage contracts, commissions, and revenue calculations, and provide upgrade and downgrade options. Zoho Creator was used to manage customer tickets and send notifications to assigned vendors for solutions. Zoho Creator was also used to manage different incentive plans and calculate incentives for the entire sales team. Zoho Books was used to manage recurring invoices and credit notes, while Zoho Project was used to manage project installations.

### BENEFITS

The implementation of Zoho One helped Cloudinsta24 to streamline their subscription-based services by providing a single platform to manage all their services. Zoho One also enabled the sales team to efficiently manage all customer onboarding processes, contracts, commissions, and revenue calculations. With the help of Zoho Creator, Cloudinsta24 was able to manage customer tickets and notify assigned vendors for solutions. Zoho Books enabled the company to manage recurring invoices and credit notes efficiently. Additionally, Zoho Project helped Cloudinsta24 to manage project installations effectively.