



SUCCESS STORY

## **ELECTRIC CHARGING SERVICES**

Launching an international Energy and Electric Charging Business Model  
with the Nitrobox Agile Monetization Platform



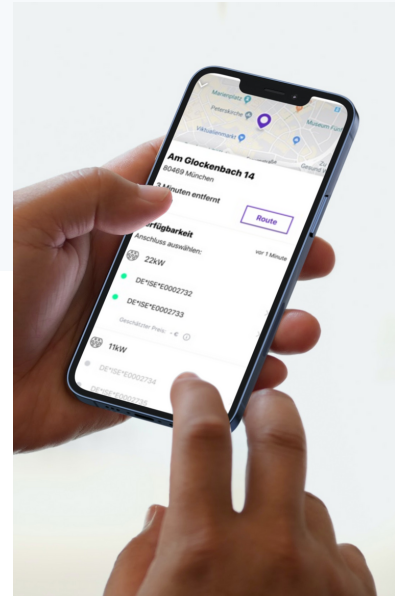
[www.nitrobox.com](http://www.nitrobox.com)

# THE CUSTOMER

A leading automotive company offering a smart energy and charging solution, that provides drivers and fleet managers of electric vehicles with a seamless and holistic charging and energy experience.

The new business model includes four brands, that operate in 30 countries and support 24 languages.

To realize such a complex electric, data-driven ecosystem, the company saw the need for an intelligent, scalable billing solution, that could automate and manage this new service offering on an international scale and fit perfectly into the existing IT infrastructure.



# THE CHALLENGE

When planning the new electrical charging business, the customer realized quickly, that the existing ERP system did not provide the flexibility and abilities needed for such a fast-paced and international environment.

The new billing solution had to meet the following criteria:

- Quick implementation into the existing IT infrastructure, in order to reach short-term launching goals
- Easy integration into the custom-built inhouse payment solution
- Provision of separate data storages for different use-cases

The complex tariff model includes:

- Adaptions for multiple brands and markets
- Time-based discounts (e.g. free months, kWh)
- Surcharges for roaming services

Plan		Tariff Free	Tariff Start	Tariff Plus
Monthly Fees	Club Member / Certain Car Model	0,- EUR per Month	0,- EUR per Month	11,99 EUR per Month
	Non-Club Member / All other Car Models		8,99 EUR per Month	19,99 EUR per Month
Roaming Model		0,80 EUR per kWh	0,60 EUR per kWh	0,40 EUR per kWh
Public Charging		+ 0,30 EUR per Session	0,- EUR per Session	0,- EUR per Session
Contract Period		None	12 Months	
Activation Fee		11,99 EUR One-time Fee		
Additional RFID		11,99 EUR One-time Fee		

In terms of capabilities, a potential new billing solution needed to be able to manage the entire service and order management processes for accounting, billing, and payments in a multi-brand scenario:

- Automate and manage the monetization processes for four brands with individual requirements in one central platform
- Process one-time, subscription-based (recurring), and transactional charges in parallel on an integrated platform
- Master international requirements regarding language, currency, and product portfolio
- Enable a complex price rating for 30+ countries including pricing factors, such as time of day, membership etc.
- Integrate multiple payment providers and various country-specific payment methods
- International taxation and reporting following legal compliance
- Ability to scale from thousands to millions of payment transactions in real time
- Quick adaption of accounting, billing, and accounting processes according to fast changing market conditions

# THE SOLUTION

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While researching the market for suitable monetization solutions and comparing different approaches, it became clear very quickly that Nitrobox not only best met the customer's criteria, but also enabled rapid implementation and roll-out.

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Supported by a strong team of Nitrobox solution architects and implementation partners selected by the customer, the business-specific configuration was set up and the customer was ready to launch the service within a few weeks.

The smart Nitrobox Monetization SaaS cloud platform was set into action:

- Providing a dynamic monetization solution with scalable features, that can be easily adapted and extended
  - Offering a multi-tenant structure to ensure separated data storages for different brands and countries
- Streamlining accounting, billing, and payment management with:
    - Customizable booking rules for different accounting purposes
    - Configurable taxation by product, country, customer type
    - Individual invoice templates per country and tenant
    - Archiving of documents (in compliance with country-specific law)
    - Integration of multiple payment service providers and payment methods

## THE BENEFITS

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As an agile and dynamic monetization solution, the Nitrobox Platform supports the customer's business model from order to cash, adapting and evolving with him.

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The highly user-friendly Nitrobox Web Portal acts as an intelligent control center, where the customer can not only view all orders, contracts, invoices, and bookings in real time, but also configure new plans and business units with a few clicks, launch and test new digital services within minutes or create reports.

### The benefits in a nutshell:

- Quick launch within 8 weeks and further roll-out to 30 countries with 24 languages within 6 months
- Fast and reliable monthly closing within three working days
- Highly automated, cost-effective management of all Order-to-Cash processes for this sophisticated and complex tariff model
- A flexible solution enabling fast adaption to new tariff models, markets or regulatory requirements
- Fully automated, scalable, and tailored billing and invoicing - for multiple countries and brands
- Great customer billing experience
- Real-time access to all data across all countries and business models at any time via the Nitrobox Web Portal

## ABOUT NITROBOX

Nitrobox is an innovative SaaS solution, enabling enterprises to automate their revenue processes and manage smart billing and pricing models, such as subscriptions, pay-per-use, digital one-time transactions, or any hybrid model.

Nitrobox provides all order-to-cash capabilities in one central platform ranging from smart contracts, billing and invoicing, revenue recognition to payments and dunning.

Based in Germany, Nitrobox operates on a global level and collaborates with clients from more than 70 countries around the world, enabling them to achieve top-line growth, while reducing costs and increasing customer lifetime value by ensuring great customer billing and payment experience.

Learn more about Nitrobox: [www.nitrobox.com](http://www.nitrobox.com)

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