

The Leader in Subscription Business Management Software

The Ubersmith software suite is ideal for companies of any size looking for one or more of the following solutions: subscription billing, sales quoting, order management, infrastructure management and help desk ticketing.

Ubersmith offers 200+ 3rd-party integrations / supported devices, an optional client portal for your customers and a flexible API for developers. Our product can be used out-of-the-box or custom. The solution can be hosted or used on-premise.

Benefits

- Increase your company revenue
- Enhance customer experience
- Secure your customer data
- Rely on a mature platform
- Integrate with your existing systems
- Improve operational efficiencies



Client Manager

Ubersmith's Client Manager offers complete billing and customer lifecycle control.



Sales Manager

Our Sales Manager provides easy-to-use, powerful and integrated sales quoting with approvals, electronic customer signatures and quote duplication.



Order Manager

Ubersmith's Order Manager offers customizable workflow tools for managing every aspect of a customer order.



Device Manager

Our Device Manager provides a facilities-based, top-down view of your resources, allowing for location-based inventory tracking and organization of custom device data.



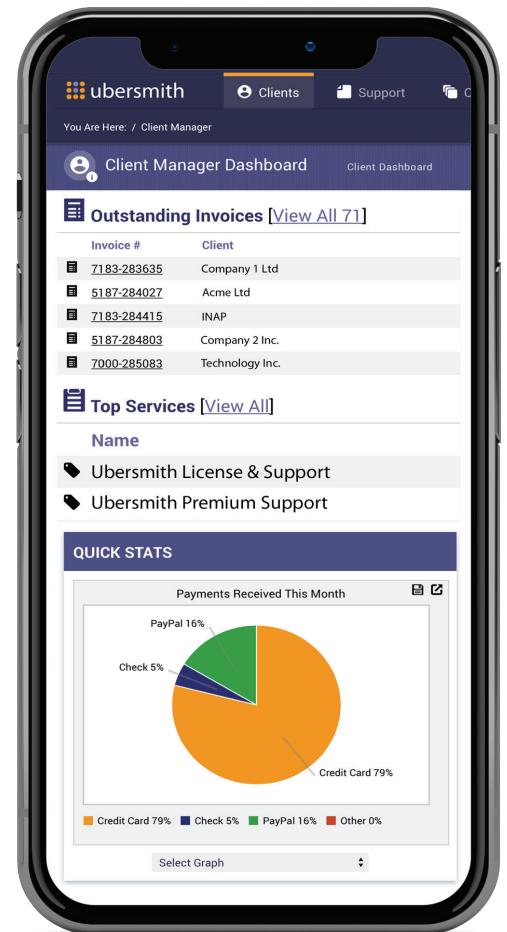
Support Manager

Ubersmith's Support Manager integrates with our Client Manager and Device Manager to give your operations, support and account teams a single customer view.



Client Portal

Our Client Portal provides complete account management for your clients. This includes online payment for invoices, support ticketing, full account history and much more.



Solutions by Industry



Software and SaaS

This growing industry has evolved to a subscription business model over the past several years, making it an ideal industry to leverage Ubersmith as a premier subscription billing solution.



Cloud and Hosting

Ubersmith first served the cloud and hosting provider industry. We provide a range of solutions, including specific features and integrations regarding domain, control panel, virtualization and backup.



Data Centers

Our solutions are attractive to data centers due to our automated power billing, automated bandwidth billing and location-based data center management.



Managed Services

Ubersmith is ideal for billing, growing and managing recurring and one-time services for Managed Service Providers (MSPs).



Telco and ISP

Our business management solutions are used by telcos and ISPs to bill for and manage various products and services, whether fixed or metered/variable in nature.



Enterprise

Ubersmith is used by a variety of subscription businesses, ranging from energy to professional services to real estate.

Customers

Over one hundred companies rely on Ubersmith to better serve their customers, better run their businesses, shorten time-to-market and boost overall efficiency. They include Advantage Realty Group, Atlantic Metro Communications, Codero, Community Energy, Endurance International, Evocative, GMO Cloud, Green House Data, Hivelocity, Namecheap, New Continuum Data Centers, NS1, PhoenixNAP, SingleHop, T5 Data Centers, and WOW.

“The most valuable aspect is the full integration of different areas: billing, tracking, order fulfillment, and support. Moreover, our clients are able to see their usage, billing, and support tickets. This allows us to deliver on our brand promise of efficiency and transparency which is key to our company mission.”

Thomas Burns | Vice President, Business Development and Co-Founder
Green House Data

“Ubersmith is at the core of our business. Every person in our company uses the product – from customer support to sales to operations. The system has allowed us to expand and scale our business. In particular, the automation of usage-based billing has allowed us to grow while being able to keep internal costs down.”

James Cornman | CTO and Founder
Atlantic Metro Communications

Components	Features
Billing	<ul style="list-style-type: none"> • Integrated billing and payments • Usage-based and fixed billing models • Customizable invoices
Client Management	<ul style="list-style-type: none"> • Manage users • Manage permission settings • Unified customer view
Sales Management	<ul style="list-style-type: none"> • Integrated sales quoting • Electronic customer signature • Mobile and web accessible
Order Management	<ul style="list-style-type: none"> • Customizable workflow tools for managing orders • Account setup and provisioning • Automated Email notifications
Infrastructure Management	<ul style="list-style-type: none"> • Device-client association and device hierarchy • Virtualization and cloud support • Intelligent monitoring and alerts
Help Desk Ticketing	<ul style="list-style-type: none"> • Automated ticket escalation and resolution • Ticket timers, subscriptions and notifications • Ticket association with client, service or device
Reporting	<ul style="list-style-type: none"> • Global reports • Customizable data ranges • Dozens of essential built-in reports
Client Portal	<ul style="list-style-type: none"> • Online payment for invoices and service details • Support ticket submission and response • Device monitors and reports
Built-in Integrations	<ul style="list-style-type: none"> • Electronic payment systems • Accounting, tax and fraud • Security, cloud, domains and hardware
Plugins	<ul style="list-style-type: none"> • Public SDK packaged with Ubersmith • Extensibility & integration through custom development • Open-Source Plugin Library
API	<ul style="list-style-type: none"> • Fully-documented API • Customizable, modular extensions for clients, orders, services and devices



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