## **Summer 2014 Release:**

The <u>First</u> Digital Commerce Solution for the new Services Economy



## Housekeeping Rules

- 1. All lines are on mute
- 2. Use the Questions Box on the right feel free to type questions or concerns in at any time during the webinar-->
- 3. Questions will be answered throughout the webinar (so keep 'em coming!)
- 4. Unanswered questions and parking lot items will be followed up on after the Webinar
- 5. This presentation is being recorded for later playback and sharing
- 6. Feedback forms will be provided at the end of the session

## Products Are Dead.



www.avangate.com

# Products Are Dead. Services Are The New Products.



www.avangate.com

## **Product**













## Service









Renting **Economy** 

Sharing Economy Collaborative Economy

It's the new Services Economy.

Subscription Economy

New **Economy** 



Every Industry Is Being
Disrupted By The
New Services Economy









## Customers Have Higher Expectations



- Our survey found that 61% of consumers find customer support (instant and 24/7) as the single biggest feature missing from online service providers
- 62% expect a toll-free number, and a very small %age look at Social media
- Top ways of purchasing is via the provider's website and via email



Over half of US adults would consider paying for Online Services if

- they were offered as a trial (60%) or
- could be purchased with the ability to self-service modify their service options at any time (50%)



**90** percent of consumers do not update their credit cards on file, directly dropping retention and revenue.

Some of the **top customer frustrations** with Online Services include:

- difficult-to-reach live support (49%),
- inflexible purchasing options (41%), and
- slow customer service/resolution (35%).



# Most Companies Are Unprepared

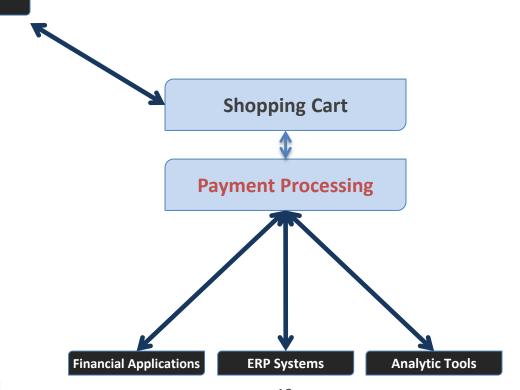
to tap into the Services Economy



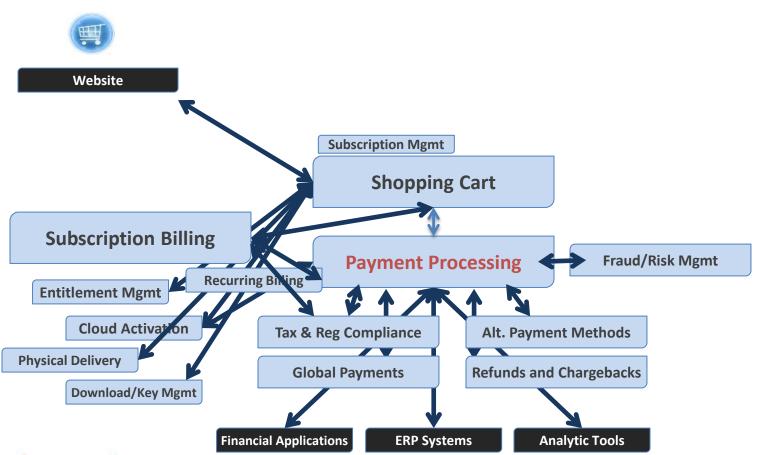




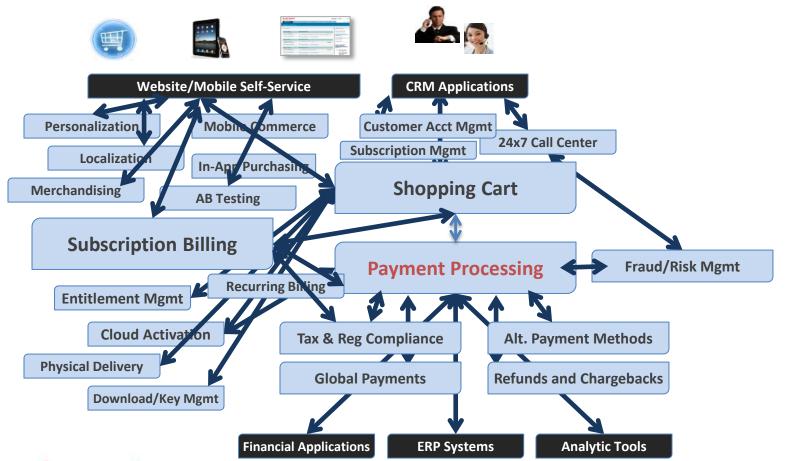
Website



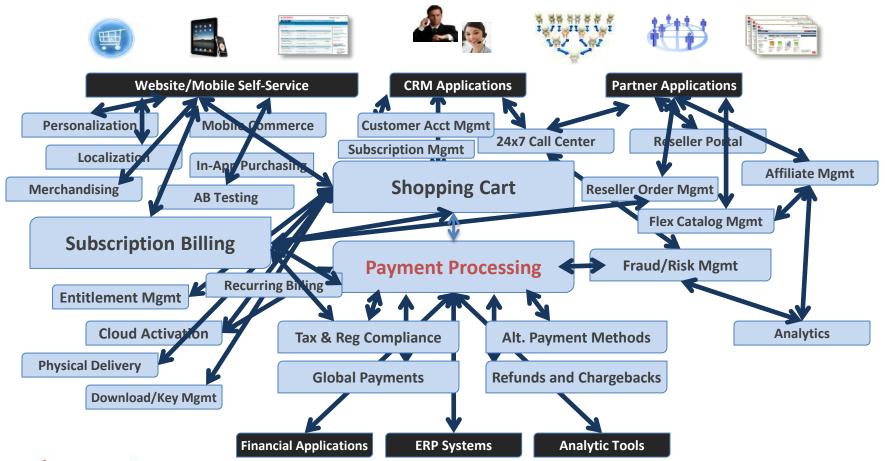




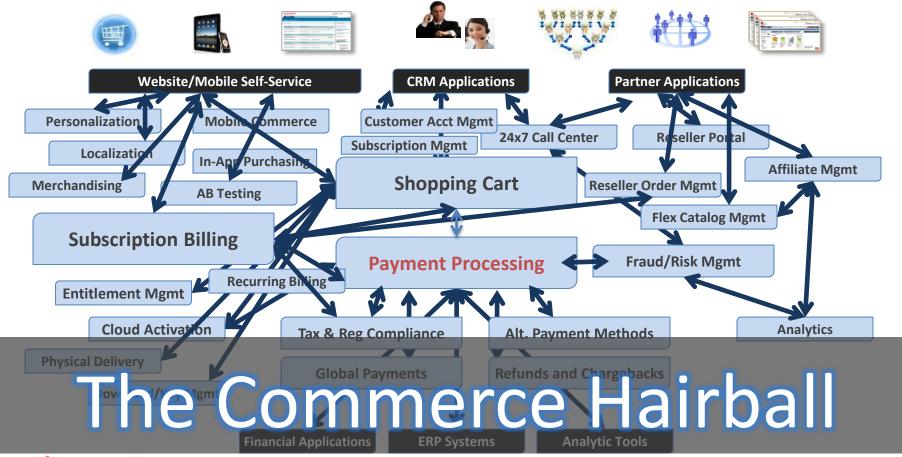






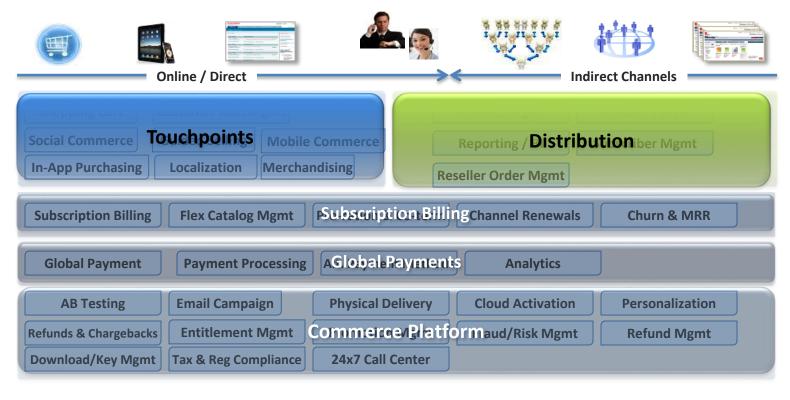








## Avangate Digital Commerce Makes It Easy





**CRM Applications** 

**ERP Systems** 

**Analytic Tools** 

# Announcing The Industry's First Digital Commerce Solution For The New Services Economy





## Avangate Digital Commerce Release for Services Economy

#### **Smarter Payments**

- Authorization Dashboard recurring revenue analytics across retention & payment authorization strategies
- Expanded Customer & Subscription Reports— cohort analytics, recurring rev reports, renewal forecasts, CLV & history
- Intelligent Payment Routing II multi-processor optimization, local processing, cascading billing, Retry Engine+, integrated dunning & metrics
- Beyond Accepting Credit Cards expanded recurring (ACH & iDeal), PO & check processing, LATAM & CIS

## Service Customers at Every Touch point

- Enhanced online self-service 1click; enhanced cart abandonment, cross-selling & renewals; multichannel promotions; retention flows
- Secure mobile cart simplified ordering and mobile analytics
- Services Distribution partnerreseller portals, direct registration, affiliate attribution, categories, payouts
- Assisted-Service Console full customer, orders, subscriber mgmt, cross sell, trials mgmt

## Simplify and Scale the Business

- Secure Mgmt of Cards on File 1click ordering, renewals, upgrades, management
- Automated Commerce Triggers cart abandon, cross-sell, upgrade, retention, & recovery
- Expanded Chargeback /Fraud Mgmt – tools, automated processing, reporting
- Continually Expanding Global Support and Compliance – Russian & Portuguese support, expanded local numbers, SEPA & EU Consumer Rights adoption
- Simplified Mgmt- Extended APIs / SSO support, testing tools, distributed infrastructure

# Smarter Payments

#### **Smarter Payments**

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- Intelligent Payment Routing —
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   Engine+, integrated dunning &
   metrics
- More Payment Methods expanded recurring (ACH & iDeal), PO & check processing, LATAM & CIS



## **Authorization Dashboard**

## Maximizing Recurring Revenues

#### Why is it important?

- Unmatched transparency and visibility of subscription renewals and recurring billing.
- Extensive authorization data to optimize retention strategies.
- ✓ Granular, subscription-level activity of authorizations and retention tools (Retry Logic and Account Updater).
- ✓ Data portability capabilities supporting thirdparty marketing and retention campaigns.





## **Authorization Dashboard**

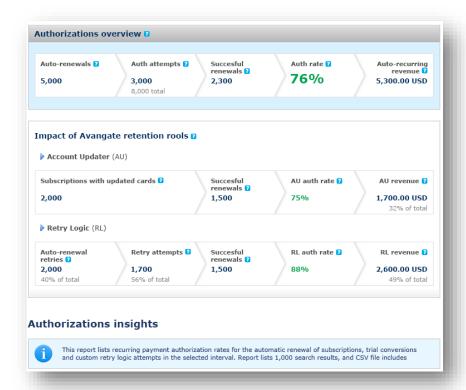
#### Demo

#### **Features**

- ✓ Authorization Rates revealing key authorization trends such as cards/PayPal performance and rejection reasons.
- ✓ Retention Tools revealing key success metrics of recovery tools like Account Updater, Retry Logic.
- ✓ Payments Insights for recurring orders identify trends and patterns, opportunities for optimization, and issues that need immediate attention

Availability: SkyCommerce only, Request to Activate





## **Advanced Payments**

Investments in Global Compliance, Payment Methods and Emerging Markets

#### **SEPA & EU Directive Compliance**

- European Union regulation simplifying financial transactions / doing business easier.
- Avangate Global Payments make your business fully compliant

#### **Extended Recurring Support**

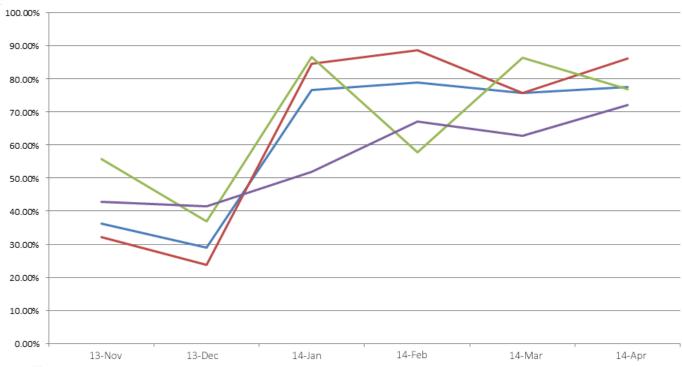
- iDeal Recurring support processing rebills as Direct Debit for the popular Netherland payment option
- ACH the newest recurring payment option in Avangate portfolio

#### **LATAM Entry**

- Local Brazilian cards with support for installments, Boleto Bancario
- Local phone support / Marketing services

## Brazil: Tracking Authorization Rates

For local Brazilian cards, significant jump





## **Advanced Payments**

## Increased Conversions with Fewer Steps

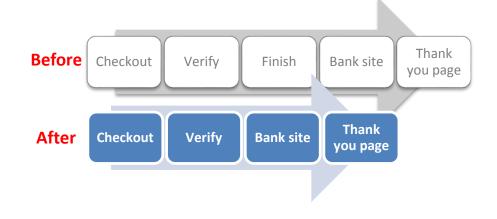
#### √ Benefits

- Faster, more dynamic purchase process
- Shorter purchase funnel, Higher conversion rate

#### ✓ Feature

- Shortened purchase flow for Direct Debit and iDeal
- Shoppers are redirected to their bank in the Review section.
- Applies to customers in Germany, Austria and the Netherlands

✓ Availability: All accounts using iDeal and Direct Debit





## **Advanced Payments**

## Gateway Failover for New Customer Acquisition

- **√** Benefits **√** 
  - Increase conversion rates
  - Reduce the volume of unfinished payments
- ✓ Availability: SkyCommerce accounts

 Avangate uses an alternate processor to retry failed payments.

**Feature** 

 Is triggered for specific soft declines with a high potential recovery rate

Purchase

First Auth attempt

Payment failure

Soft decline

Failover retry



## Service Customers At Every Touchpoint

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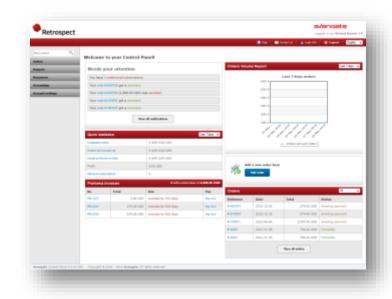


## Channel Manager Enhancements

## Simplify Partner Engagement

#### Advanced partner cPanel customization capabilities.

- ✓ Supporting requirements around overhauling the look and feel of the cPanel.
- ✓ Allowing integration of custom content.
- ✓ Providing seamless transition experiences for resellers and distributors when switching interfaces.
- ✓ Adding more customization capabilities on top of the Channel Manager API to support personalization with minimum development resources.





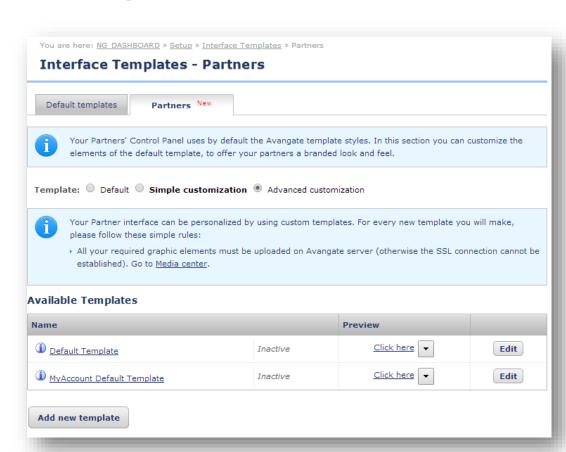
## Configurable Partner Portals

#### Portal UI Customization - Extended Marketing And Collaboration

#### √ How it works?

- Available to vendors with Channel Manager
- Partner cPanels can be customized for each custom domain or per vendor account
- HTML, JavaScript and CSS
- ✓ Availability: All accounts with the Channel Manager module
  - Release Candidate, July





## Streamlined Cart

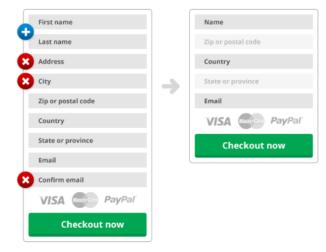
## Simplified Checkout Experience

#### **√** Benefits

- Create a simple and logical checkout process
- No design & hosting constraints
- More sales giving your visitors a simple and secure way to purchase

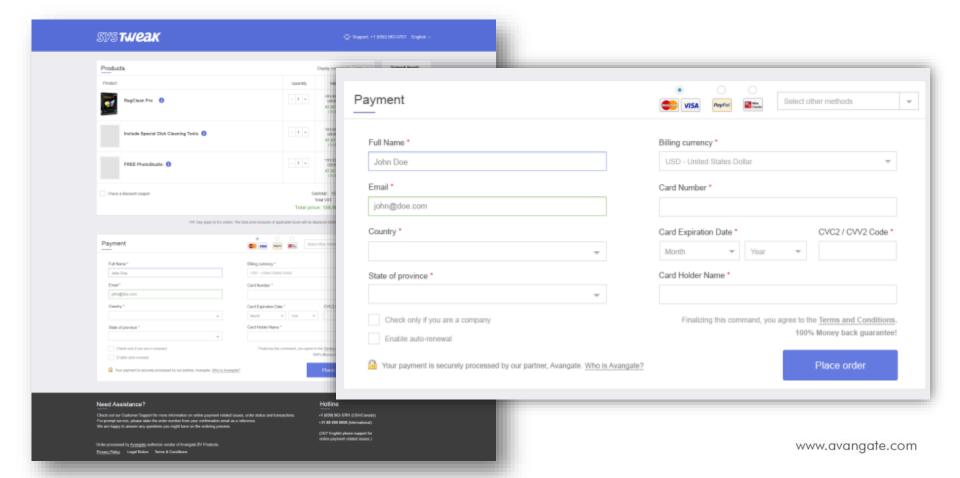
#### **Everyone hates filling out forms....**

- Less fields for your billing form (according to country and payment regulations)
- Built especially for SaaS / Subscription based products
- ✓ This feature requires that the use of the SHORT\_FORM parameter in Buy links.

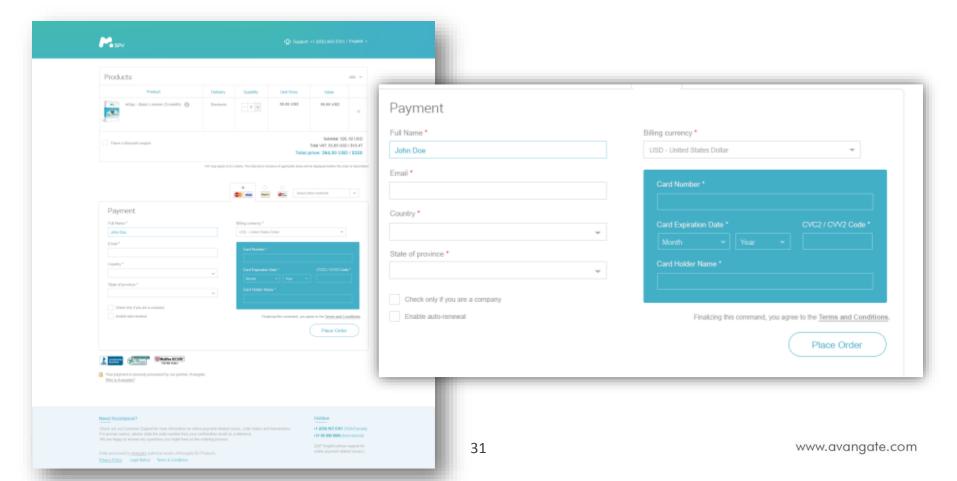




## Streamlined Cart



## Streamlined Cart



## **Extended Reporting**

Mobile, Affiliates and Chargeback Reports

#### **Mobile Cart Analytics**

- Advanced tracking scripts
- Dedicated messaging for mobile devices
- Multi-language support

#### **Affiliates Reporting**

- Flexible export formats
- Location built-in reporting
- Actionable insights

#### **Chargeback Reporting**

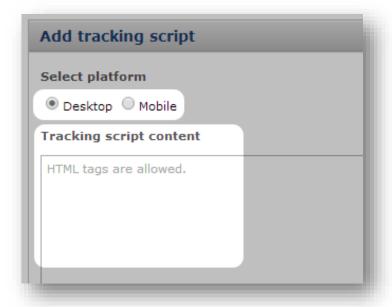
- Detailed overview of all chargeback stages
- Advanced filters to understand customer satisfaction

## Mobile Cart Analytics

## Track mobile devices shoppers

#### **√** Benefits

- Support seamless tracking script integration for the Avangate mobile shopping cart
- Create targeted, custom messaging for mobile shoppers
- After-sale and tracking capabilities enable standalone management according to cart type: desktop vs. mobile
- Multi-language management
- ✓ Availability: SkyCommerce accounts with the Mobile Cart activated
- ✓ Release Candidate



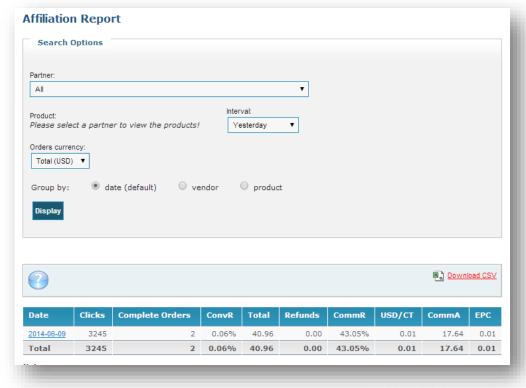


## **Affiliates Reporting**

## Improved Reporting for Affiliates

#### **√** Benefits

- Additional options to filter the top sale generating markets.
- Enable tailored campaigns targeting best sources of revenue.
- Affiliate data can be exported as CSV files and imported into third-party systems for analysis.
- ✓ Availability: All affiliates





## **Extended Ordering & Subscription API**

## Manage All Aspects Of Subscriptions – Seamless Control

#### **√** Features

- Enhancing in-app purchases, supporting:
  - Seamless single-click subscription renewal purchases
  - Streamlined upgrade/downgrade functionality
  - Simplify subscription/service amendments of product, pricing and options during renewals/upgrades/downgrades
- Optimize embedded Email Marketing or myAccount offerings to drive renewals, up-sell and upgrades
- Real-time access to order information



## **Extended Ordering & Subscription API**

## Manage all aspects of the subscription – Seamless Control

#### √ What was added?

- Option to alter advanced subscription attributes, including product, pricing & options
- Perform multiple upgrades / downgrades in a short time-frame
- "Ping" the Avangate system at any time during the ordering process to get real time information about orders and their status
- getOrder method in API 2.1 provides complete order info
- updateSubscription in API 2.0 enables seamless subscription amendments
- ✓ Availability: All accounts, subject to approval



# Simplify and Scale the Business

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## **Cross-sell Enhancements**

#### Demo

#### **√** Benefits

- Increased AOV
- More control over campaigns

#### ✓ Features

- Shopping cart (checkout.php)
- Review page (verify.php)
- Thank You page (finish.php) (Release Candidate)
- Payment receipt email





## **Up-sell Promotions**

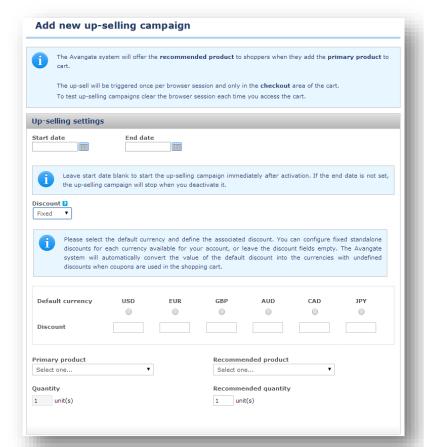
#### Demo

#### **√** Benefits

- Enhanced control over up-selling campaign setup
- More options to incentivize shoppers to opt for premium offerings

#### √ Feature:

 Discounts impact the cost per unit of recommended products: Percent vs. Fixed.





## Abandons and Dunning Management

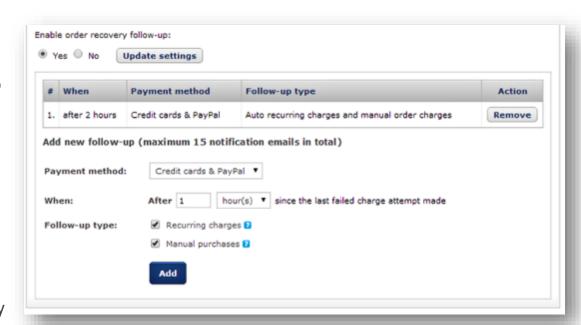
Follow-up for auto-recurring vs. new acquisitions

#### **√** Benefits

- Control and flexibility over follow-up emails based on the type of subscription renewal event
- Increased revenue and retention rate by targeting shoppers who risk service interruption due to failed auto-recurring payments

#### **√** Feature:

 Subscribers can be targeted granularly depending on who generated the unfinished payment – system or shopper.



✓ Availability: All accounts



## Testing Tools – What's Coming

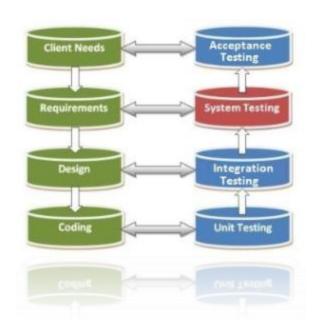
## Integrated self-testing capabilities

#### **✓** Benefits

 Create end-to-end tests validating the entire eCommerce Integration & Connection with your databases or other third party services.

#### **√** Features

- LIVE: Enhanced Web hooks multiple EndPoints
- Release Candidate: Test Credit Cards (and Gateway)
- Release Candidate: Expanded API testing framework Log Monitor





## Log Monitor

#### Historical Record Of API Calls And Notifications

#### **√** Benefits

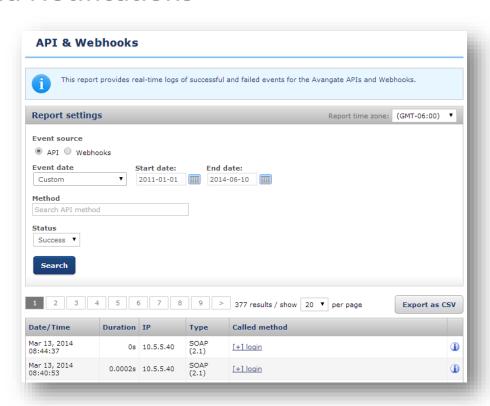
- Enable you to perform searches across multiple logs
- Correlate events, getting an overview of the entire system integration

#### √ Features

Failed **Web hook notifications** (IPN/LCN/ISE/IRN)

- API calls logging
- Requests concerning Orders & Subscriptions
- Timeframe / Debugging sessions





## Test Credit Cards & Gateway

### Credit cards available for testing purposes

#### **√** Benefits

- All acquisition flows are supported (New, Renewals, Upgrades & Trials) bonus all order status (Authorized, Approved, Fraud, Canceled)
- API Integrated, Vendors being able to programmatically test the entire flow
- Test all flow & integration both before and after going Live

#### √ What is it?

- Pre-configured Gateway, allowing vendors to start testing Avangate integration right away
- Test Credit Cards numbers, returning both success and decline responses



## Q&A



## Thank You

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