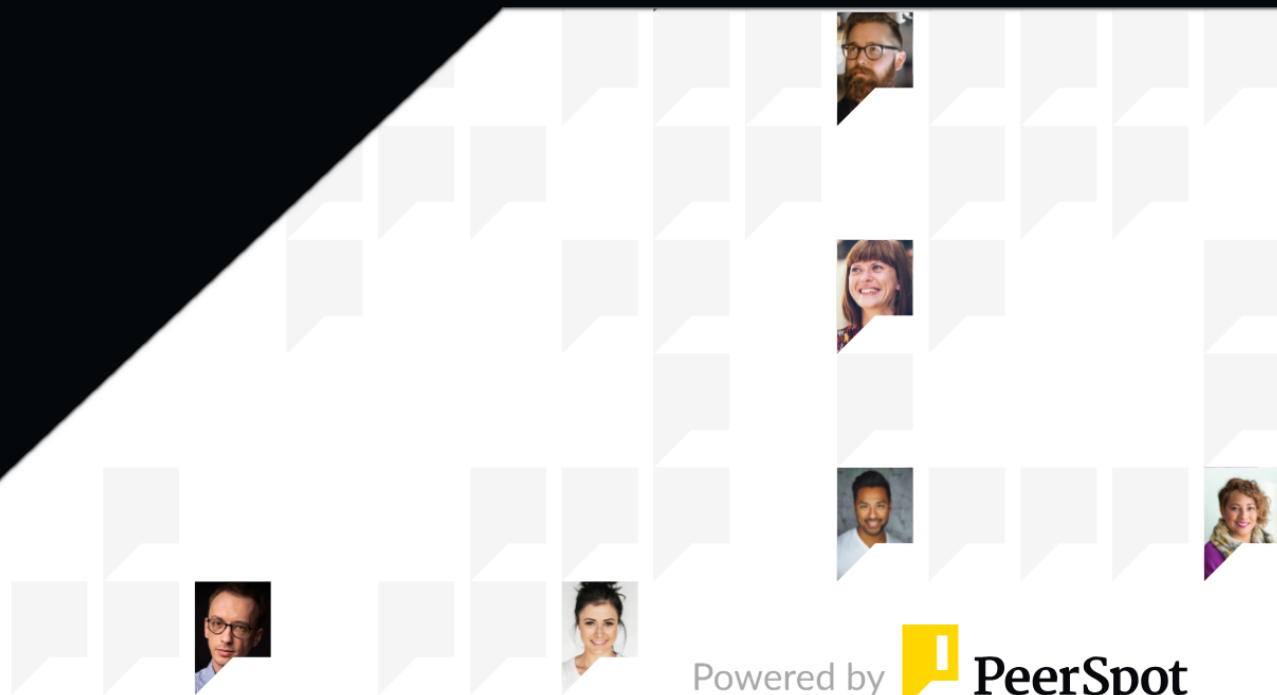




Zuora

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Zuora

Zuora Recap

Zuora offers a comprehensive solution for subscription management, focusing on automated billing, customer and revenue analytics, and enhanced operational efficiency. Its features support flexible pricing, streamlined billing cycles, and detailed insights into customer behavior, making it ideal for businesses adapting to subscription-based models. Users experience significant productivity gains and operational improvements.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The automation helps my clients by ensuring that the billing, payment collection, and revenue recognition are all automated, so they are not having to take extensive time to reconcile billing and ensure payments are collected and make sure the revenue recognition rules are followed.”



Verified user

Risk Advisory Senior Manager at a marketing services firm with 1,001-5,000 employees

- ✓ “Zuora's payment platform includes several integrated components that ensure security, reliability, and efficiency with transactions.”



Verified user

Zuora Developer at a tech services company with 10,001+ employees

- ✓ “Currently, I feel Zuora is in a very good position, and I do not think there is a better alternative.”



Manoj Kumar Chippakurthi

Zuora Developer at a tech vendor with 1,001-5,000 employees

- ✓ “Zuora is perfect for managing customer accounts, payments, and billing, as everything happens on time and their customer support is good, so I would definitely recommend Zuora.”



Hasaan Zia

Associate Systems Administrator at Gomotive

- ✓ “Automated invoicing is great and makes the process easier than it was five years ago.”



Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

- ✓ “Zuora has positively impacted my organization as it is primarily used for financial records, including billings and other business needs for the business team.”



Verified user

Principal Consultant at a computer software company with 5,001-10,000 employees

- ✓ “Zuora has positively impacted our organization by significantly reducing manual efforts, and we just need to keep our data healthy and that is all.”



Chandan Shinde

Staff Technical Analyst at a tech vendor with 5,001-10,000 employees

What users had to say about valuable features:

“Automated invoicing is great and makes the process easier than it was five years ago. Zuora requires continuous improvement to enhance the efficiency of the workflow, and it is necessary to have someone in charge for that part..”

Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

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“Zuora's most valuable features include product catalog setup. Zuora's product catalog setup is particularly valuable because most B2B and B2C operations depend on it.

Zuora's subscription analytics feature encompasses order management capabilities. Zuora's payment platform features enhance transaction efficiency through features including post-payment options.

Zuora's payment platform includes several integrated components that ensure security, reliability, and efficiency with transactions. Transaction initiation is straightforward, allowing for payment acceptance and dispersal..”

Verified user

Zuora Developer at a tech services company with 10,001+ employees

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“The subscription-based model is very effective, and we can do automation using workflows. Recently, we got some new features called product features and mediation engine and consumption-based price model which will be very helpful for businesses. Based on consumption, we can build customized solutions.

“Automation is particularly valuable in scenarios where subscriptions are getting canceled or there are issues with the subscription. In these cases, invoices will be generated and posted without any manual interaction. There are some edge cases where we have to do reverse engineering to handle them properly..”

Manoj Kumar Chippakurthi

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Zuora Developer at a tech vendor with 1,001-5,000 employees

“The best features Zuora offers are that it is user-friendly and not complicated. You simply go to login, go to the users, and add or remove users without much complexity.

“The simplicity of Zuora helps me in my daily work as it mostly does not take more than five minutes to add or remove any user, which saves us time to focus on other work.

“Zuora has positively impacted my organization as it is primarily used for financial records, including billings and other business needs for the business team. The specific outcomes and improvements my organization has seen with Zuora include that the reports are on time, it is online integrated, and it gets updated nearly every hour through auto-updates from the bank reconciliation and accounts with account details of the company..”

Verified user

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Principal Consultant at a computer software company with 5,001-10,000 employees

“The best features Zuora offers in my experience include flexible subscription lifecycle management and the ability to handle complex billing cycles, amendments, upgrades, and downgrades. Zuora's UI clearly helps with billing periods, charges, and changes to work on this flexibility. Additionally, automated invoicing and proration for charges dynamically calculates prorated charges for any of the term changes or any of the billing lifecycle changes. Automated bill runs significantly reduce manual efforts, which we used to do in our earlier project in this organization itself.

“The automated invoicing and proration features have saved our team a lot of time. Earlier, we used to have manual billing for each and every account, but now there are bill runs in place which will pick up the charges according to their dates and it will do a bill run. This significantly reduced a lot of time and manual efforts.

“Zuora Revenue supports really good revenue automation features, with well-structured revenue rules according to ASC 606. It integrates nicely with billing for revenue recognition alignment and our other downstream financial systems. Zuora Revenue is also a win-win..”

Chandan Shinde

Staff Technical Analyst at a tech vendor with 5,001-10,000 employees

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“The best features Zuora offers include the automation, which is probably the best they have with the extensiveness of automation and the post-sale tasks that they are able to automate for people so that the close times take a lot less time.

The automation helps my clients by ensuring that the billing, payment collection, and revenue recognition are all automated, so they are not having to take extensive time to reconcile billing and ensure payments are collected and make sure the revenue recognition rules are followed. That is all built into the system for them so that they can do that quickly and efficiently.

The integration with Salesforce definitely helps streamline my clients' operations there as well as their ERP so that they are not worried about data migration missing the completeness and accuracy. It all integrates seamlessly.

Zuora has definitely reduced the close time that it takes my clients to close the periods and it has also helped with their pricing models that they are able to make much more sophisticated and easy to follow within the system. It has reduced the close time by four days, down from a ten day close to a six day close..”

Verified user

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Risk Advisory Senior Manager at a marketing services firm with 1,001-5,000 employees

Other Solutions Considered

“We used a different tool earlier, and the reason for switching to Zuora is to achieve subscription management efficiency for our order to cash module internally. Zuora enables us to manage subscriptions effectively, making it the primary reason we adopted it..”

Chandan Shinde

Staff Technical Analyst at a tech vendor with 5,001-10,000 employees

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“Apart from Zuora, I have never heard of any other billing system that I have explored in depth. I know Oracle billing system and some other billing systems exist, but I have never gone through them. Currently, I feel Zuora is in a very good position, and I do not think there is a better alternative..”

Manoj Kumar Chippakurthi

Zuora Developer at a tech vendor with 1,001-5,000 employees

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“I have not worked with solutions quite similar to Zuora. I have experience with CRM systems such as Salesforce, but I do not think they are comparable to Zuora..”

Daniel Delgado

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Zuora Lead Developer at a tech vendor with 10,001+ employees

“I have tried integrating Zuora with Microsoft Dynamics and Salesforce.

“With Salesforce, the integration is very easy. With Dynamics, it is sometimes difficult because they do not have the connectors properly configured for Dynamics..”

Daniel Delgado

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Zuora Lead Developer at a tech vendor with 10,001+ employees

ROI

Real user quotes about their ROI:

“While I do not have access to metrics regarding return on investment, I can see that a lot of time was saved thanks to Zuora, and using Zuora's features for managing subscriptions and customer accounts has helped us save employee costs..”

Hasaan Zia

Associate Systems Administrator at Gomotive

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“The solution is worth the money. Even though I'm not entirely sure about the exact cost of Zuora, it has proven effective for big companies with many customers. We've experienced very few issues, and any that did arise were quickly fixed by the support team without causing significant problems like losing money or data. I would strongly recommend it..”

Christos Stefanou

Software Engineering Consultant at Deloitte Greece

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Use Case

“I am a solution architect working with multiple clients, and most of them are using Zuora. I have been working in my current field overall, in my current area of expertise for three years..”

Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

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“Businesses that want to run in a subscription-based model can be handled in Zuora. For example, international Netflix operates on a subscription basis where access is granted based on the subscription level. That kind of project can be handled in Zuora. Additionally, anything where you are selling products on a contract basis can also be managed through this platform..”

Manoj Kumar Chippakurthi

Zuora Developer at a tech vendor with 1,001-5,000 employees

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“My main use case for Zuora is that my clients use it extensively. My clients are using Zuora for their billing and payment collection as well as their revenue recognition rules. My clients are full integrated users so they have a direct integration with their ERP and CRM to help streamline the financial operations and reduce close times..”

Verified user

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Risk Advisory Senior Manager at a marketing services firm with 1,001-5,000 employees

“My main use case for Zuora is as an administrator, where I provide user access and remove access from users who have left the company.

“A quick specific example of a task I have done recently in Zuora involves going to Zuora, accessing the repository, providing access to the user, and adding their email ID. There is a new Zuora update, which is the latest one, and that is the only change in Zuora login now..”

Verified user

[Read full review](#) 

Principal Consultant at a computer software company with 5,001-10,000 employees

“I provide solutions for customers using Zuora and work with them end-to-end. I create customers, provide subscriptions with rate plans, and handle manual setup through the UI. For automated bulk processes, I create workflows according to requirements.

My customers primarily use Zuora for subscription products. Zuora's pricing strategies help improve my customers' pricing approaches as I work with companies as a resource. They provide requirements and I develop solutions accordingly.

For manual processes with Zuora, we use merge fields with coding in Word templates. If we miss any coding elements, manual errors become excessive.

I integrate Zuora with Salesforce as my CRM system and with various ERP systems including SAP. These integrations use primary key links through Zuora's 360-degree view or Zuora Sync. With a primary key ID, we can manually update all components. For bulk records, we can handle this automatically..”

Verified user

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Zuora Developer at a tech services company with 10,001+ employees

“Zuora Billing and Zuora Revenue serve as our main use case for subscription management, invoicing, and billing of the automation, proration calculations, and all the revenue recognition part.

“A specific example of how I use Zuora for subscription management or billing automation in my day-to-day work involves complex billing scenarios such as subscription start date changes, subscription term dates, customers on subscription, charges, annual renewals, prorated support charges, charges transfer between customer accounts, reversing of the invoicing and rebuilding, then integration issues with external systems with Zuora. Zuora acts as our main billing engine and is integrated with our internal financial systems and downstream revenue tools.

“We use Zuora for our billing requirements, revenue requirements, and whatever comes for order to cash. For this full cycle, whatever things are involved in order to revenue, we use Zuora for order booking and subscription management for our products..”

Chandan Shinde

Staff Technical Analyst at a tech vendor with 5,001-10,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup for deployment is made easier with a deployment manager and developer tools. However, some aspects like settings need to be done manually..”

Prathmesh Wasade

Zuora Developer at Tata Consultancy

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“My experience with Zuora's pricing, setup cost, and licensing is that it is expensive. It would be better for mid-market to enterprise companies. I think it prices out a lot of the smaller market firms or companies that would use it..”

Verified user

Risk Advisory Senior Manager at a marketing services firm with 1,001-5,000 employees

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“During the project's first year, we didn't have the deployment manager tool they introduced later. Back then, deploying was tricky, and we relied on an external tool. However, about two years ago, they significantly improved the deployment manager tool. Now, the entire deployment process has become much easier and notably faster. Approximately every two months, the tool updates the platform and incorporates all the changes it has made..”

Christos Stefanou

Software Engineering Consultant at Deloitte Greece

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“The ease of deployment depends on the previous system. It could be difficult to map everything if it was a legacy system or a custom software. If we were using a similar software, it could be easier. The developer tools offered by Zuora are good enough. We can migrate the data from Excel spreadsheets. A team of four people deployed the tool in our organization. The product is always deployed on the cloud..”

Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

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“For end-users, Zuora is very friendly. You can use the tool in the same way you would use an app on your mobile phone. You do need to have knowledge of how it works. If you are using any particular app on your mobile, you will go through each element first, and in the same way, you will become habituated to Zuora and it will become very easy. There are not multiple complicated things to go through. For a business user, it will not be much of a headache. If you go through three to four demos with your trainer, you will be able to understand it..”

Manoj Kumar Chippakurthi

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Zuora Developer at a tech vendor with 1,001-5,000 employees

“The setup process requires setting billing settings and creating customer accounts in Zuora. Before that, product rate plans must be created using pricing and packaging strategies with charge models and rate plans. After creating these, customers are subscribed to the appropriate plans. Zuora allows modeling of order management with plan upgrades and downgrades. Manual setup is straightforward, while automation can be handled through bulk processes and workflow coding for invoice posting.

I find Zuora's overall setup process easy..”

Verified user

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Zuora Developer at a tech services company with 10,001+ employees

Customer Service and Support

“The customer support is generally pretty good. With the pricing obviously being a little bit higher, you do get better customer support, so they are very open to helping and ensuring that you can find a solution..”

Verified user

Risk Advisory Senior Manager at a marketing services firm with 1,001-5,000 employees

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“I would rate the technical support at 8 or 9. They provide solutions based on the priority level assigned. There is no issue with getting answers, though they will review issues based on the priority assigned..”

Manoj Kumar Chippakurthi

Zuora Developer at a tech vendor with 1,001-5,000 employees

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“Customer support is responsive but tends to be high level. They respond quickly, but the quality of resolution depends heavily on the assigned engineer. For uncommon issues, responses can be generic, and at times, there are no solutions due to Zuora product restrictions..”

Chandan Shinde

Staff Technical Analyst at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“Customer support is really good, as they reply right away and assign the engineers immediately. However, certain issues, such as the user access removal during sandbox refresh, are still unresolved, indicating that support can be helpless when code changes are required..”

Hasaan Zia

Associate Systems Administrator at Gomotive

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“I think the support is great with Zuora. They have a very strong team of people working on support. Every time you encounter an issue, they are willing to help.

“Zuora support is great. They are actively working on resolving the issues that you may encounter..”

Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

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“My experience with Zuora's technical support is very good. They respond within 24 hours.

When Zuora's support team has in-depth knowledge, they provide thorough solutions. Otherwise, they ask clarifying questions about what you need and where the issue lies.

I would rate Zuora's technical support between 8.5 to 9..”

Verified user

Zuora Developer at a tech services company with 10,001+ employees

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Other Advice

“I would advise others looking into using Zuora to just make sure it fits your company appropriately. It is expensive compared to other billing solutions and if you need that complexity, it is worth it, but if you are pretty straightforward, I do not know if you would need it. I found this interview productive and would suggest a tech stack review. I would rate this review an eight out of ten..”

Verified user

Risk Advisory Senior Manager at a marketing services firm with 1,001-5,000 employees

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“I have not used the Subscription Analytics feature that much, so I would not be able to say much about that.

“I think the stability is good with Zuora. I have not encountered any issues in the last year, at least. I think it is continuously working.

“I give this review an overall rating of 9..”

Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

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“When Zuora's support team has in-depth knowledge, they provide thorough solutions. Otherwise, they ask clarifying questions about what you need and where the issue lies.

Zuora's Subscription Metrics Engine includes six types of models with nine key

setup components.

For manual processes with Zuora, we use merge fields with coding in Word templates. If we miss any coding elements, manual errors become excessive.

I rate this review overall at 6..”

Verified user

Zuora Developer at a tech services company with 10,001+ employees

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“Instead of having multiple technologies to gather data, we could get analytics within Zuora itself rather than using other technology. However, if we connect with other third-party systems, there may be more flexibility to get that analytics. In Zuora, there are some limited things that can be done for analytics.

“Regarding deployment models, my understanding is based on current usage. As per the current market, my rating for Zuora is around 9.5. Considering the things that are going on in the market right now and whatever they will develop, it is pretty good. I could rate it a 10 based on the trajectory. I cannot answer questions about pricing because I never went into the purchasing process and do not know how much they charge. My overall review rating for Zuora is 10 out of 10..”

Manoj Kumar Chippakurthi

Zuora Developer at a tech vendor with 1,001-5,000 employees

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“Zuora is up to mark as of now and is good for user-friendliness and for the business as it gets updated every hour.

“My advice for others looking into using Zuora is that it is a good tool for business

use to get real-time data for the financials.

“My company is a partner of this vendor.

“I have provided all the information and found this interview to be comprehensive with no changes needed for the future. I would rate this review a 9..”

Verified user

Principal Consultant at a computer software company with 5,001-10,000 employees

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“Zuora has positively impacted our organization by significantly reducing manual efforts, and we just need to keep our data healthy and that is all. Zuora will handle other things. It is a really good practice to have Zuora billing for the order to cash module in any organization.

“Setting up pricing, products, and charges in Zuora is really easy.

“I observe a significant reduction in manual billing work and fewer billing errors since implementing Zuora. Previously, we experienced many billing errors with our [ERP](#) system, but as we stabilize on this platform, we are observing fewer billing errors, apart from using reversal charges. We also have faster monthly close cycles and better revenue visibility than we used to have.

“My advice for others looking into using Zuora is that it is a tool that adapts well to other systems, allowing integration with numerous systems. If anyone wants to implement a proper order to cash module and transform their organization with subscription management, Zuora is the best choice.

“Zuora is excellent, and there is just a little space for improvement. I would rate this solution an 8 out of 10..”

Chandan Shinde

Staff Technical Analyst at a tech vendor with 5,001-10,000 employees

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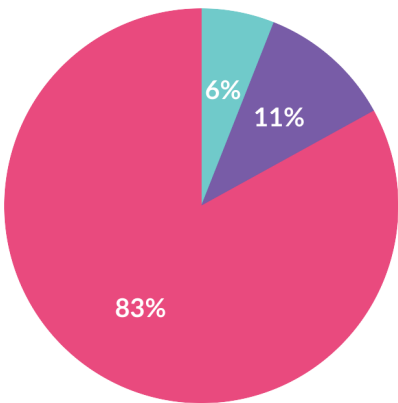
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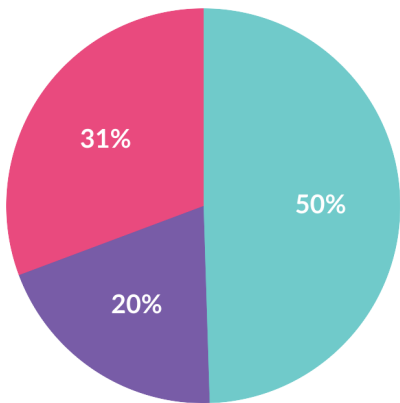


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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