SaaS Reference Architecture

SaaS businesses are known for rapid innovation which means Finance, Operations and IT teams need to move fast enough to keep up with their Product, Engineering and Sales counterparts. Zuora allows SaaS businesses to effectively manage large volumes of subscribers. It automates recurring billing and accounting to help Finance, Operations and IT teams scale while enabling the business to pursue any monetization strategy.

Web Portal

Web Store: Display Zuora product and pricing information on the web portal and embed Zuora checkout pages for secure commerce

My Account: Display account summary and subscription data from Zuora to allow for self-service account management on the web portal

User Provisioning: Grants subscribers access to subscriptions based on entitlements as defined in Zuora

Content Management System: Zuora's integration with CMS pulls all cloud service offerings from Zuora and presents it on the Web Portal

Tax

Engine: Tax locale and line item pricing information are passed from Zuora to the Tax Engine to calculate tax rates and engine returns the rate amount to Zuora

Finance

General Ledger: Integration between Zuora and GL allows for either transaction level details or summary level journal entries to be sent to the GL

Marketing

SMTP Server: Integration with Zuora to enable emailing of invoices, notifications, payments receipts etc

Campaign Management: Integration between Zuora and a marketing platform to power targeted campaigns

Zuora

Analytics

Reporting: Subscription data from Zuora is extracted into these systems for consolidated reporting

CRM

Sales: Zuora pricing catalog is exposed in the sales system so pricing and transactional (i.e., invoices, payments, refunds) information can be used to create subscription quotes

Support / Service: Zuora exposes customer subscription, billing and payment history, renewal dates, and key subscriber metrics in the support / service system for complete visibility into the subscriber relationship allowing agents to process transactions

Payment

Gateways: Payment details are passed from Zuora to payment gateways to process payments and gateway returns successes / failures

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