

Subscripify :- Subscription Box Service Management System

Phase 1: Problem Understanding & Industry Analysis

Requirement Analysis: -

Subscriber & Subscription Management

Track subscriber status as Active, Paused, or Canceled and allow admins to create and edit subscription tiers with unique pricing and products.

Automated Billing & Fulfillment

Automated billing engine to generate invoices and process monthly payments. It also Handle failed payments by notifying customers to update payment info. Real-time inventory tracking with automatic stock deduction to prevent overselling.

Subscriber Self-Service Portal

Portal for subscribers to update shipping and payment details. Options to pause, resume, or cancel subscriptions. Access to order history, including payments and shipments.

Business Analytics & Reporting

Dashboard for viewing key business metrics. It also Reports on Monthly Recurring Revenue (MRR), Customer Churn Rate, and Inventory Levels.

Stakeholder Analysis :-

Subscription Manager: It Oversees daily operations, manages subscription plans, and monitors business performance dashboards.

Fulfillment Coordinator: Manages product inventory and processes paid orders for shipping from a clear fulfillment queue.

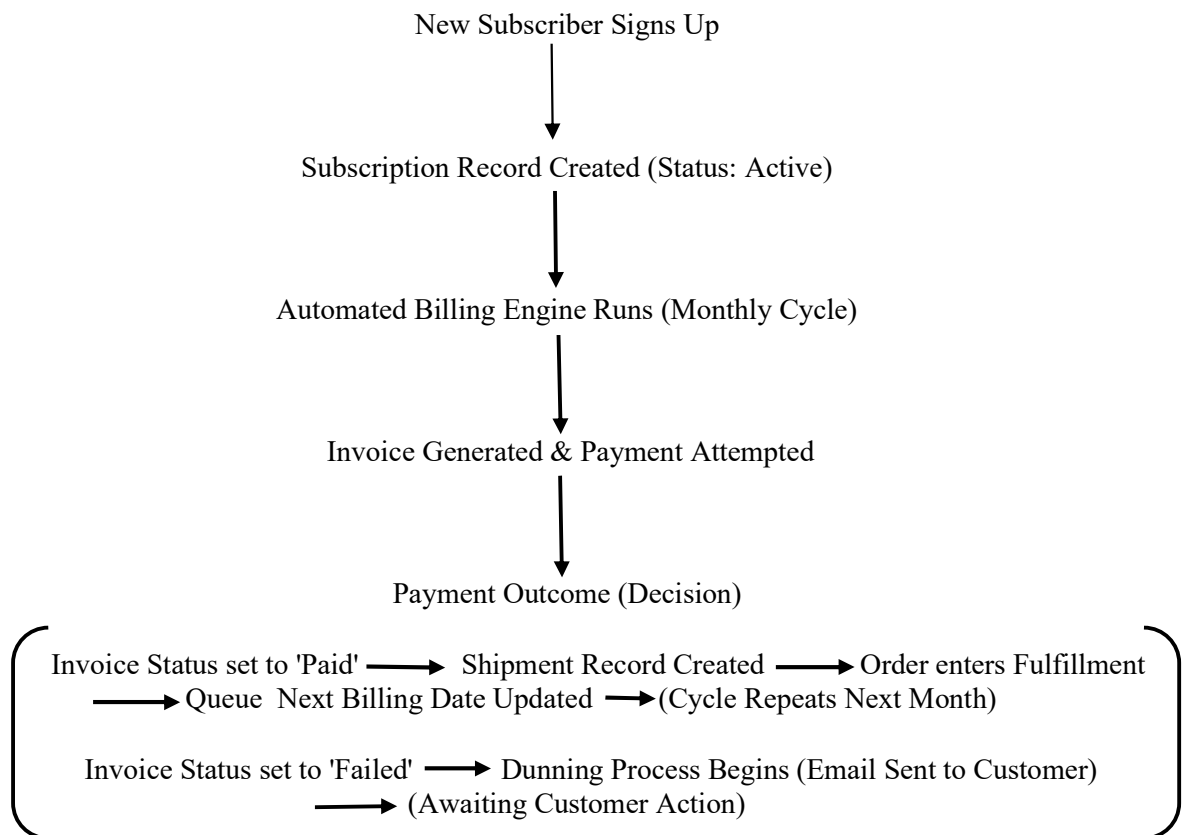
Finance Manager: Monitors revenue reports, tracks failed payments, and manages refund approvals.

Subscriber (External User): The end customer who uses the self-service portal to manage their account and subscription.

System Admin: Manages the system configuration, security, and deployments.

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Business Flow Mapping: -



Industry-specific Use Case Analysis

The Subscripify platform is specifically designed to address the unique challenges of the subscription box industry. Its primary function is to serve as a reliable, automated **recurring revenue engine**, managing the entire monthly cycle of billing and payments. The key goal is to reduce customer cancellations with features designed to keep them, like a flexible "pause subscription" option. Also, because we ship physical goods, the system requires precise, real-time inventory management to prevent selling out-of-stock items and ensure happy customers.