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Un-Tangle the Commitments



## Service Contracts/Plans are extremely Vital

More than 700 Billion worth Service Contracts created Every Year -> 15% yoy

90% of Beneficiaries does not remember contents

65% are not Digitized

>50% of Event SLA are beyond time

70% of Beneficiaries does not remember SLA compliances

ISP has very less Digital Adoption

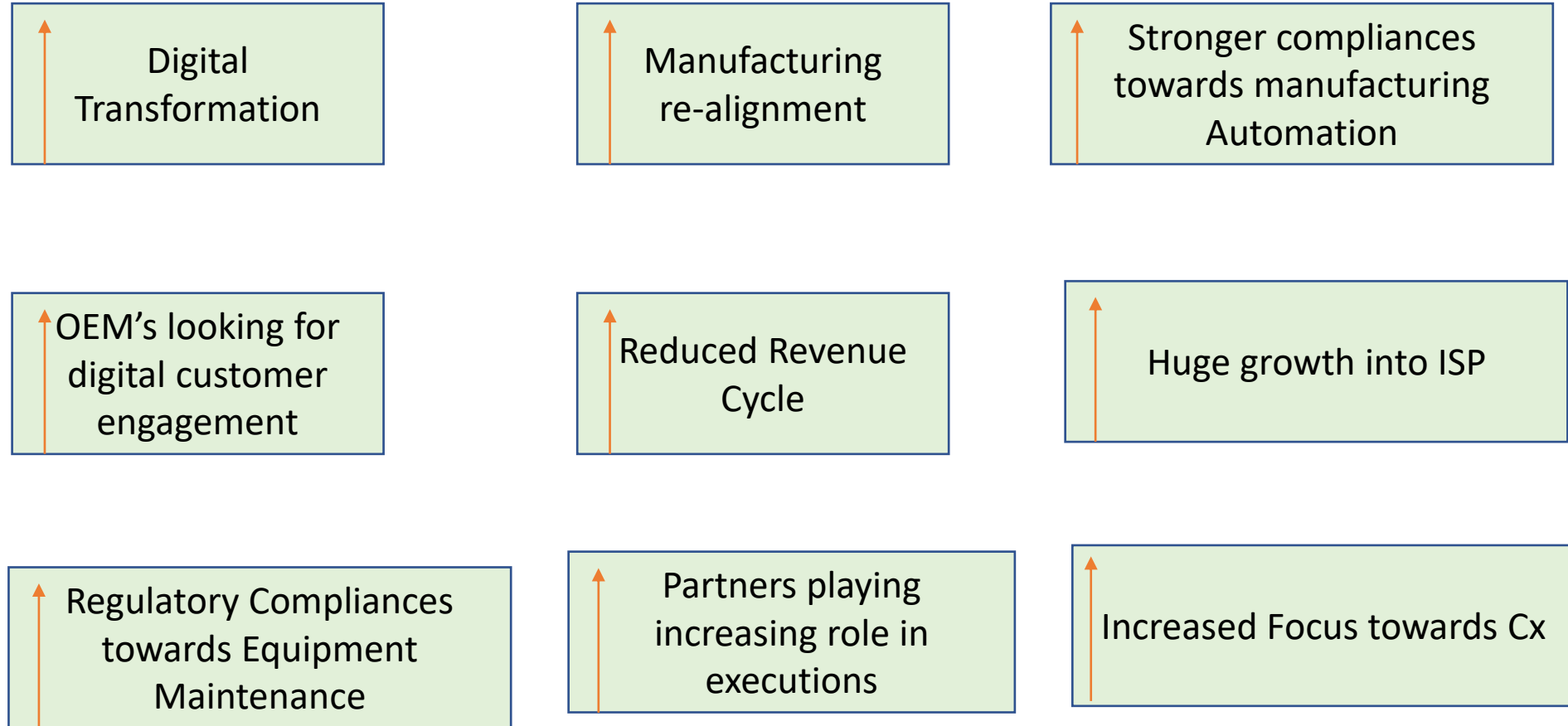
Average Business Spends 2 hours a day towards Event Planning and tracking Receivables

Regulatory compliances are moving towards Digital Service records

Partner Network leading to less Cx

Customer Touch points in terms of Service Contracts have been ineffective till now

# WHY NOW





# Two Major Persona's

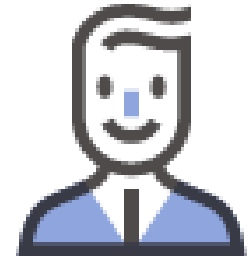


The Giver

Every contract might not involve money

**BUT**

It does involve Commitments



The Receiver

Maintenance

Calibrations

Lease Contracts

Milestone Contracts

Consulting Contracts

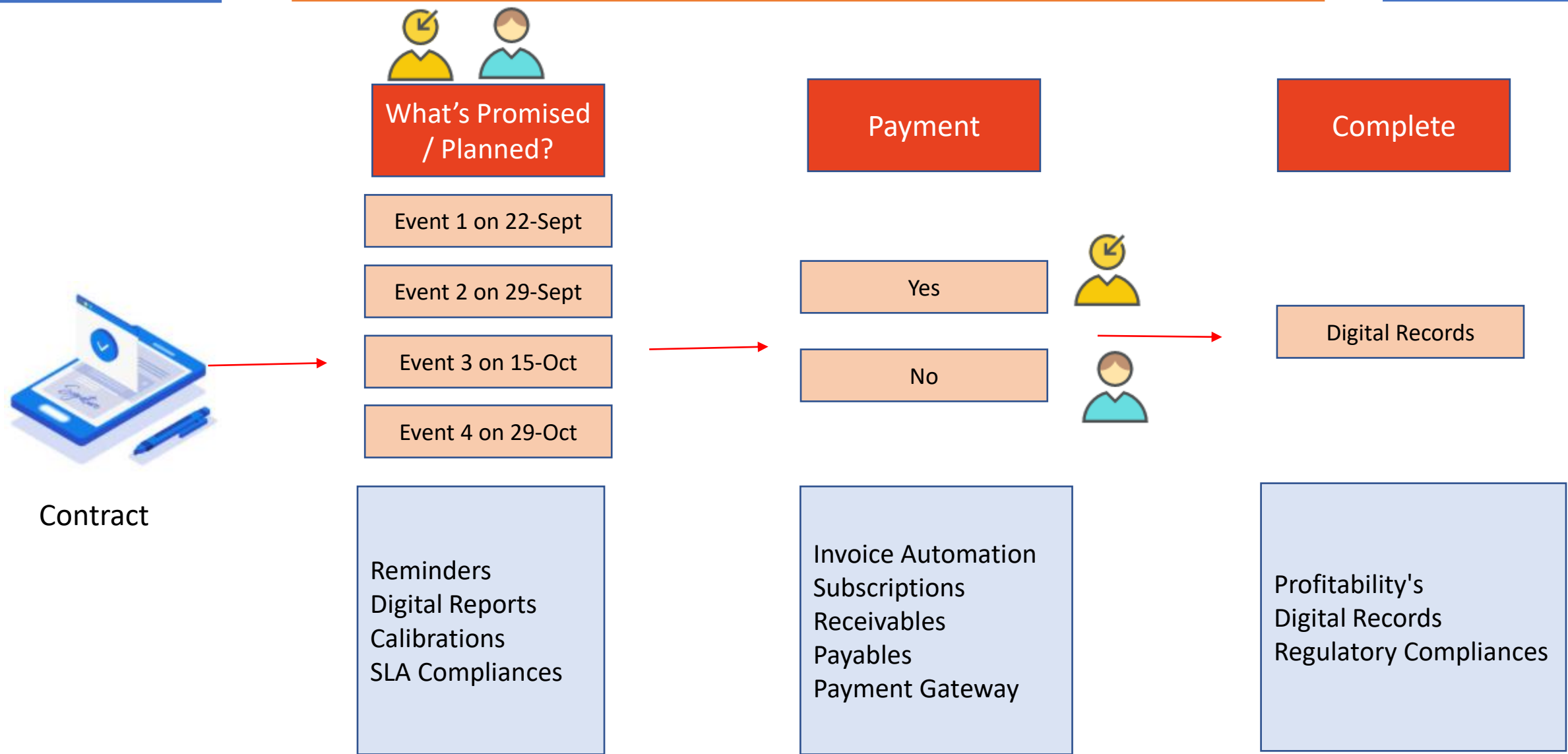
Monthly Paying Contracts

Financial Services

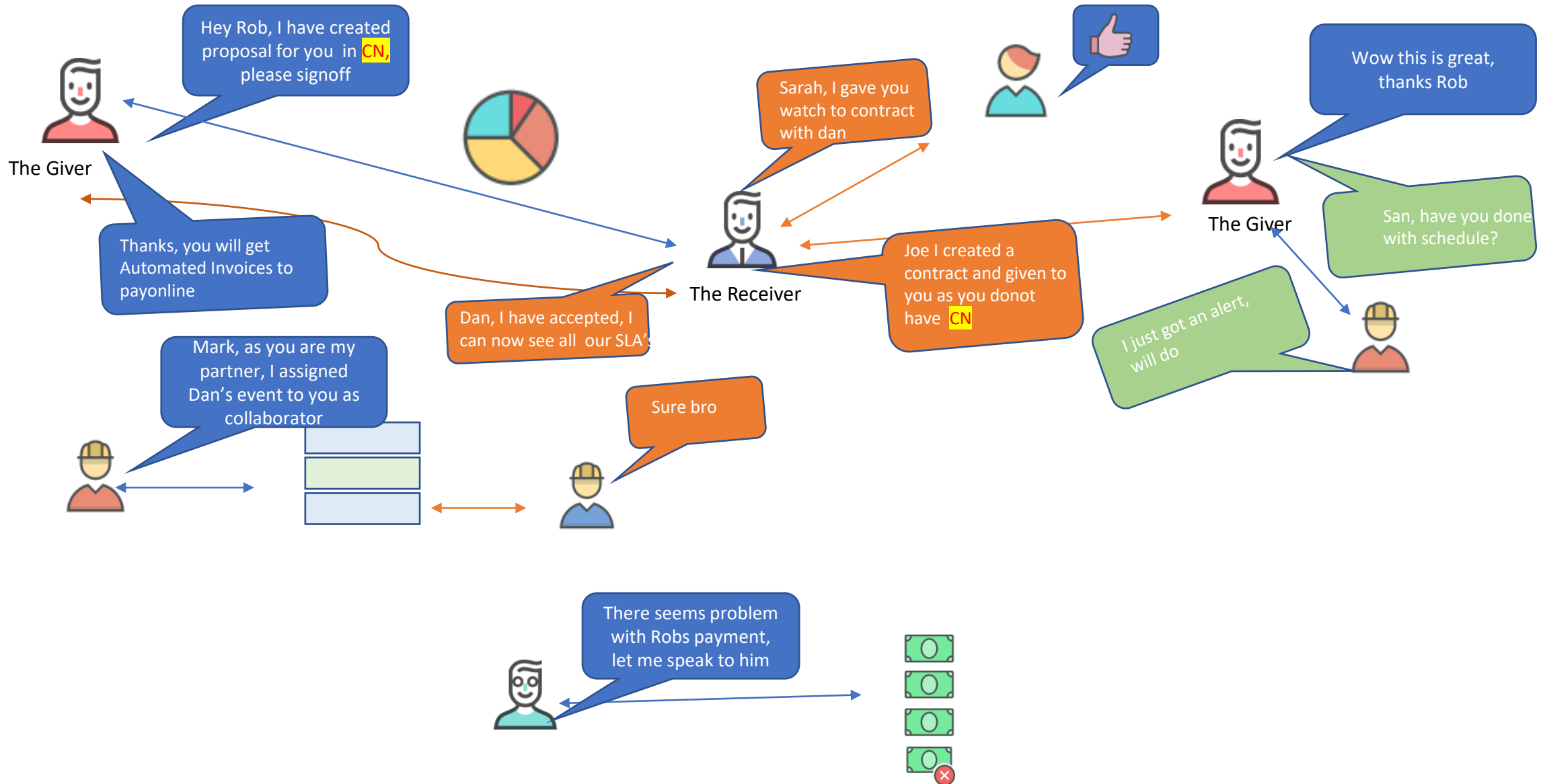
Marketing Contracts

Plans

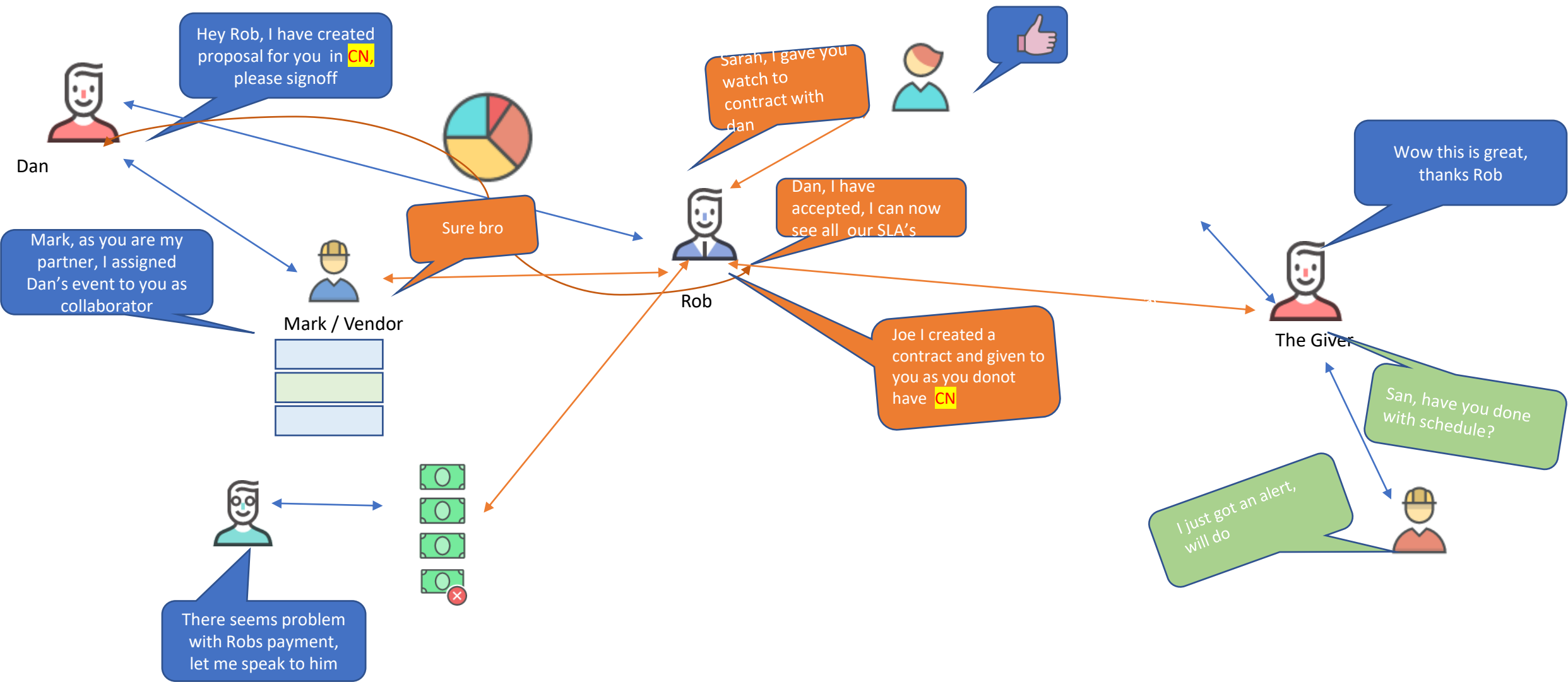
# LETS KEEP IT SIMPLE



Setup Contracts, Service Plans, Milestone, automate Events. Focus on Building relationship and



# HOW IT WORKS



# USE CASE — 1 -> CUSTOMER SERVICE



Prospect manages Multi-Brand A/C , Cooling Products Service and AMC

## CHALLENGE

- He currently has 328 AMC contracts. 68% Corporate and 32% Consumers
- Consumer contracts are Pre-Paid.. i.e On Acceptance
- Corporate contracts 85% are either Milestone Based or Subscription Based
- All Contracts are managed on Excel. Unless an –On Demand request, a staggering 68% of the events are slipped from SLA
- There is no visibility on the upcoming customer SLA's
- Invoicing is done Manually. There is no visibility on the Receivables going forward and tracking the one which are raised and its receipt is done manually and is consuming significant amount of time
- Subscription and milestone payments are getting delayed as the reconciliation of SLA on the customer end is time consuming. 15day payment clause is often not realized

## ContractNest

Annual Maintenance  
Contracts

Milestone Contracts

Subscriptions



# USE CASE — 2 -> OEM



Manufactures 'AWG' and operates on both OpEx and CapEx models

## CHALLENGE

- Up coming company with lot of Transformational ideas
- Sales happen both OpeX and CaPex
- OpEx is usually on 2 years with monthly payments (subscription)
  - This is currently done manually
  - Payments are factored offline
  - No way to stop the AWG machine on non-payment
  - Maintenance is tracked in excel
  - Have Pan India deployments and going for global deployments
  - Pan India deployments managed by Partners
- CapEx is usually for small items
  - AMC plans are there but not implemented
- Observation -> they have lot many sub-vendor contracts for procurements and its quality adherence
- They will require a Mobile App
- They need an IOT capability for Analytics and remote management of OpEx systems

## ContractNest

Annual Maintenance  
Contracts

Lease Contracts

Maintenance Plans

Mobile App Requirement can be addressed in Jan Release

IOT is tricky, if we really want to enter the field so soon

# USE CASE — 3 -> CA / CONSULTING



Provides Financial Consulting, Audits, Compliance Services, Payrolls to quite a number of clients, with many into subscription billing

## CHALLENGE

- Manual generation of Invoices
- Manages receivables & Ledger accounts in Accounting application and manages items offline
- Keeping track of Proposals and contracts is getting tough. They have a customer base of 70 and more than 250 contracts for different services provided

## ContractNest

Milestone Contracts

Subscriptions

# CASE STUDY OF A HOSPITAL



Maintains a large amount of Contracts mostly on Paper and best Scanned

## CHALLENGE

- Much of the Contracts are with CFO / Finance Teams
- Huge concern on sharing the contracts to teams due to availability of Numbers in it
- Virtually impossible to track.
- Apollo Jubilee Hills as a case study has contracts worth 7.6 crore every year for
  - Equipment Maintenance
  - Biomedical Maintenance
  - HVAC
  - Building
  - Clean Rooms
  - Operation Theatre Rooms
  - House Keeping
  - Food Supply

## ContractNest

Annual Maintenance  
Contracts

Lease Contracts

Maintenance Plans

Calibration Contracts

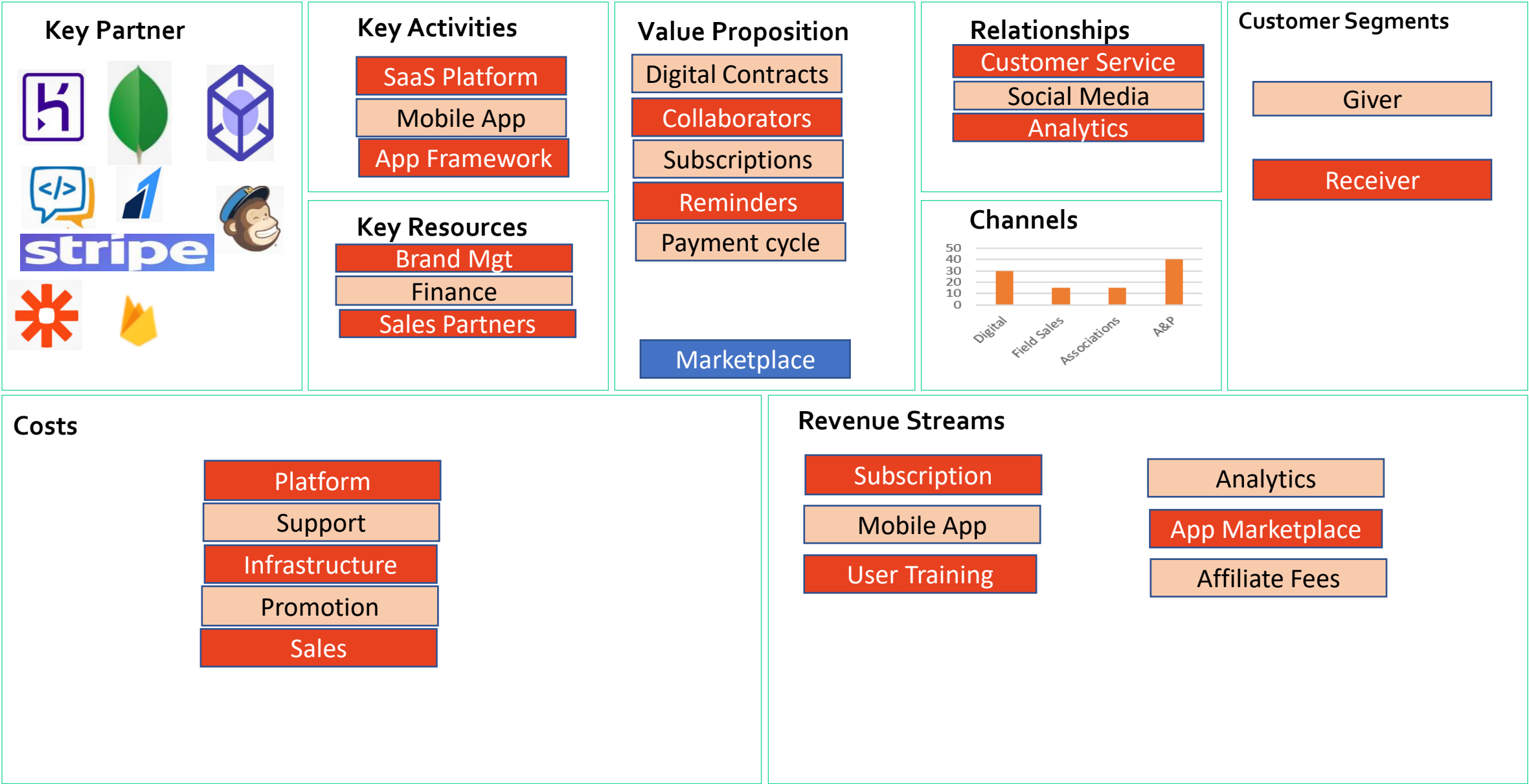
Supplier Contracts  
(challenging)

Staff Contracts

Apollo Asks for Compliance Services, which means, we take care to ensure all things happens by co-ordinating on the schedules



# BUSINESS MODEL



### Costs

Platform

Support

Infrastructure

Promotion

Sales

### Revenue Streams

Subscription

Mobile App

User Training

Analytics

App Marketplace

Affiliate Fees