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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



Digital Transformation

Manufacturing re-alignment

Stronger compliances towards manufacturing Automation

OEM's looking for digital customer engagement

Reduced Revenue Cycle

Huge growth into ISP

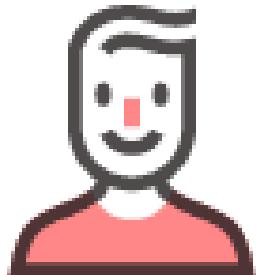
Regulatory Compliances towards Equipment Maintenance

Partners playing increasing role in executions

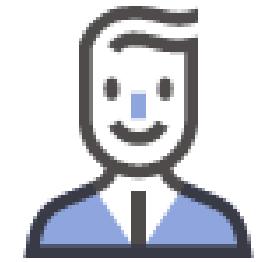
Increased Focus towards Cx



Two Major Persona's



The Giver



The Receiver

Maintenance

Calibrations

Lease Contracts

Milestone Contracts

Consulting Contracts

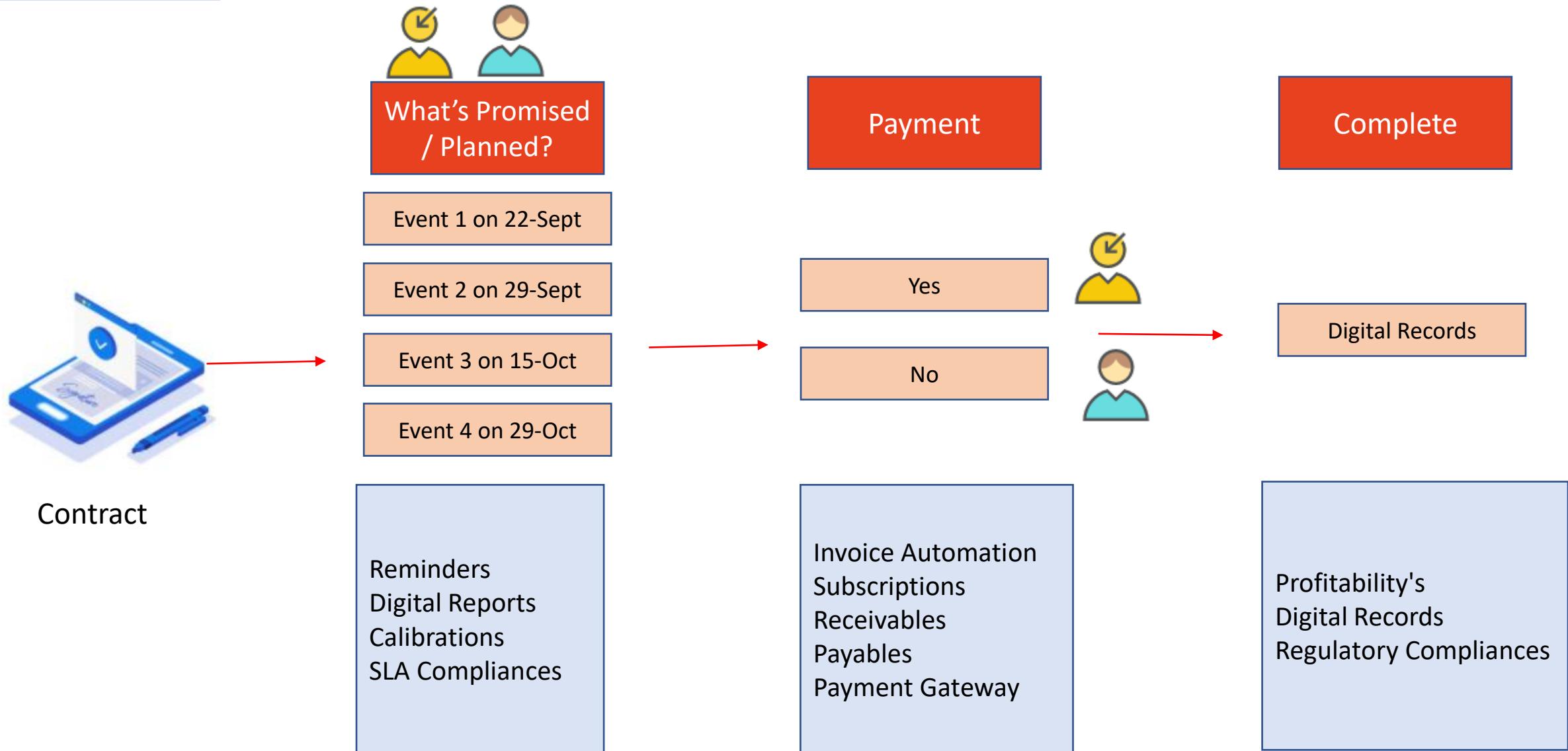
Monthly Paying Contracts

Financial Services

Marketing Contracts

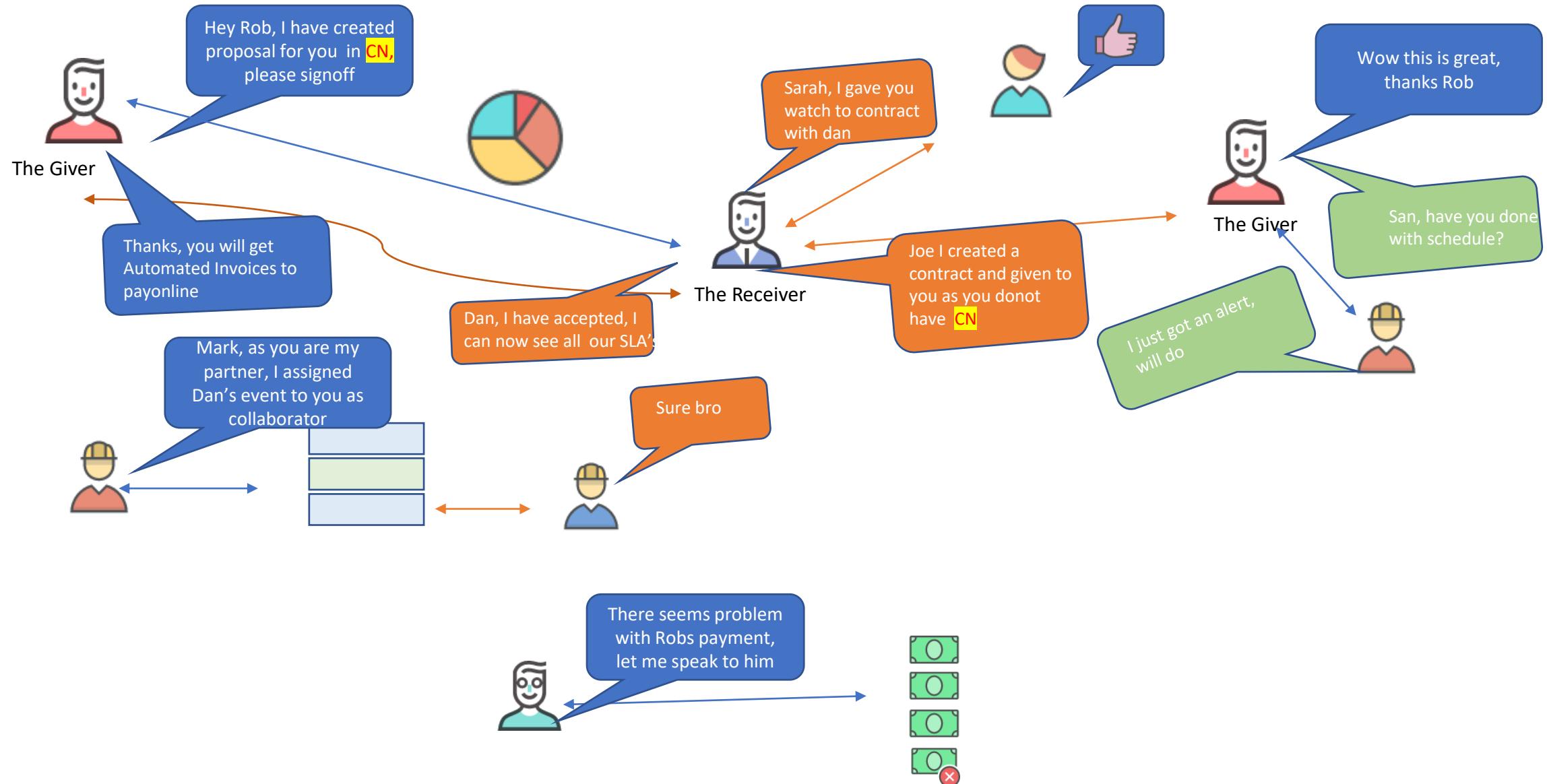
Plans

LETS KEEP IT SIMPLE

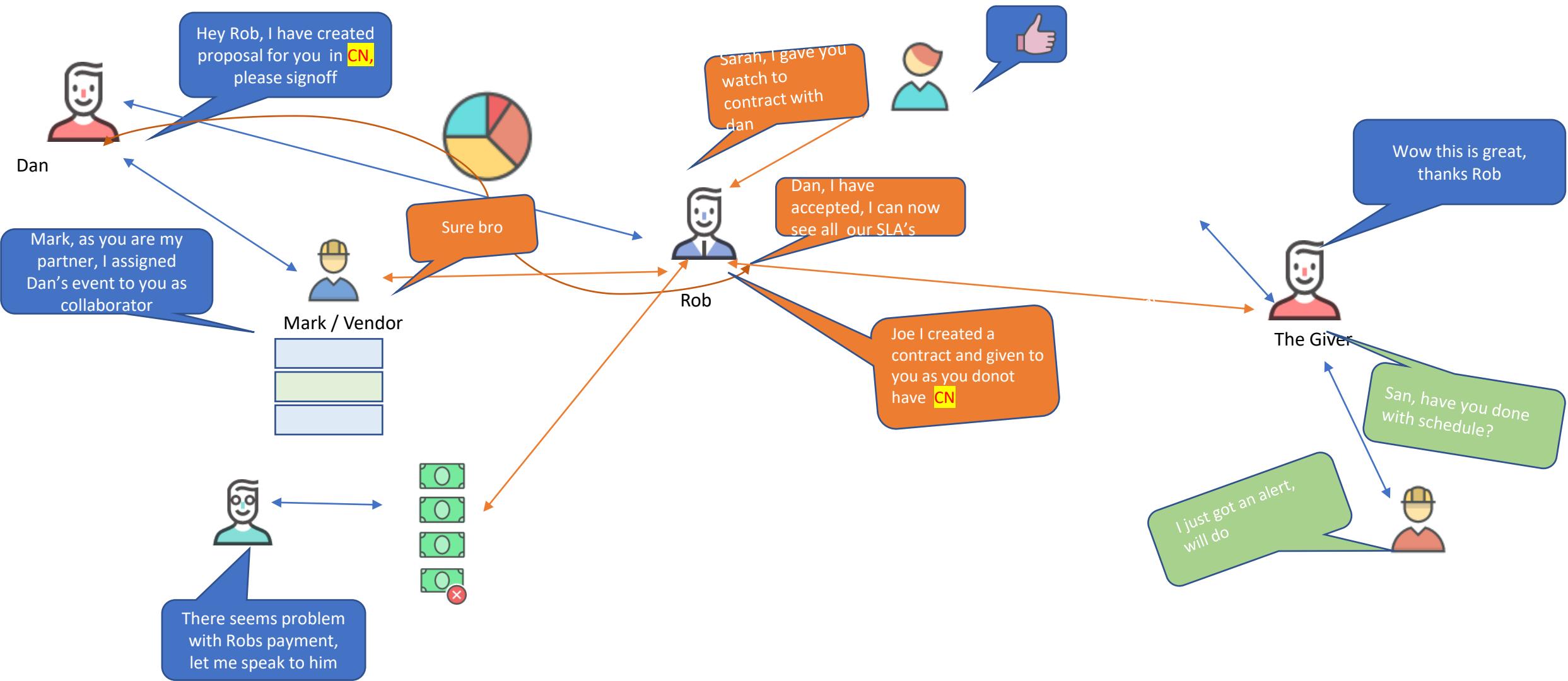


Setup Contracts, Service Plans, Milestone, automate Events. Focus on Building relationship and

HOW IT WORKS



HOW IT WORKS





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



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



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

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

ContractNest

Annual Maintenance Contracts

Lease Contracts

Maintenance Plans

Calibration Contracts

Supplier Contracts
(challenging)

Staff Contracts

COMPETITOR IN SPACE



BUSINESS MODEL

