TekStack

Scale
YOUR SAAS BUSINESS

BECOME A **DATA-DRIVEN** GROWTH
MACHINE POWERED WITH **MICROSOFT**
TECH.

There comes a tipping point in every SaaS company where senior management can't oversee every decision, where employees need to on-board faster, where customers demand a consistent experience, where decisions need to be data-driven, not made instinctually by the founder.

TekStack was built for these companies. Accelerate your team's growth, template every process in your business. See leading indicators, not just lagging indicators. Integrate every step of your customer's journey.

Many software companies approach these challenges by stitching together a number of separate systems. CRM, Subscription Management, Professional Services Automation, Help Desk, Customer Success, Reporting, Accounting, Document Management, and Collaboration, to name a few. Each from different vendors. The result is an expensive, unintegrated mess.
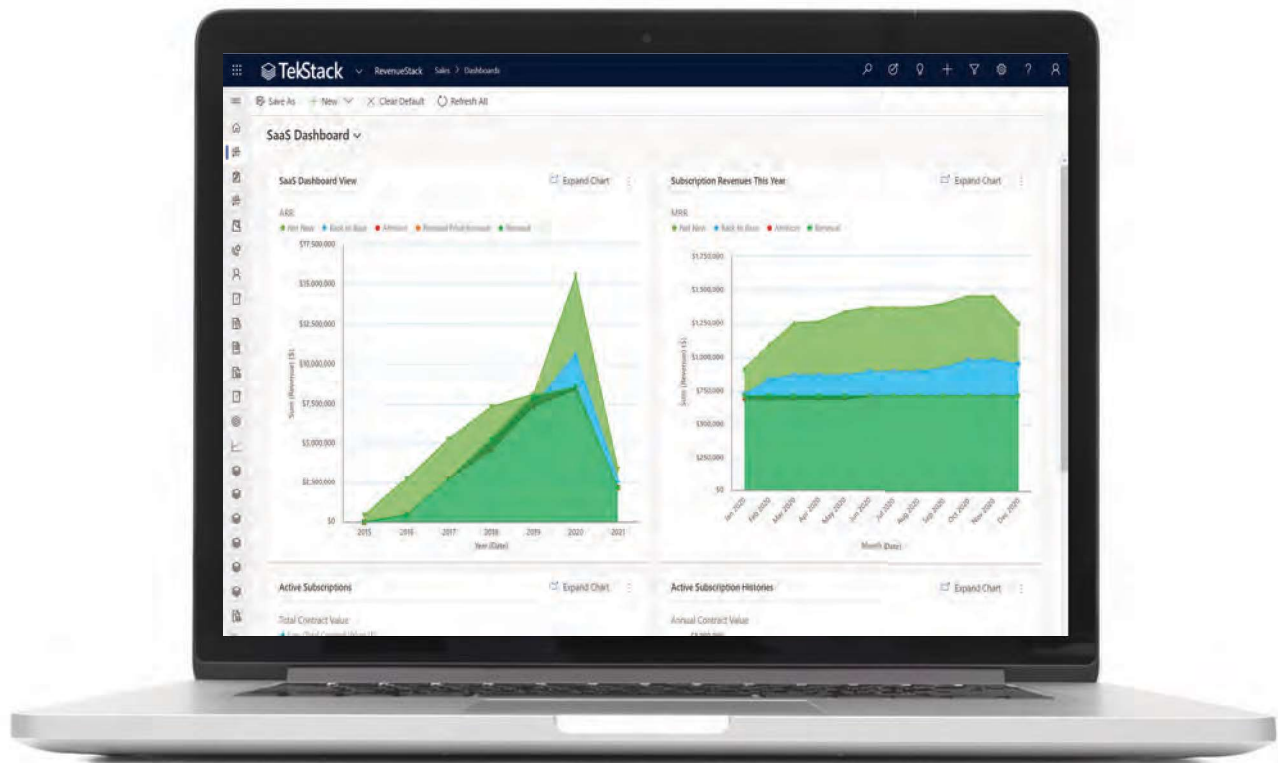
TekStack brings all of this together, built specifically for B2B SaaS businesses, powered by the leading software company in the world. One tool you can count on so that you are investor-ready, board-ready every day of the year.

ACTIONABLE INFORMATION
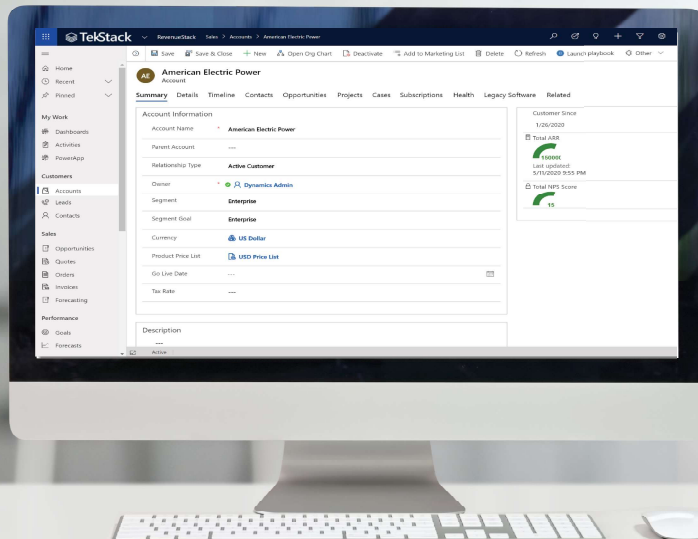## EVERY DAY OF THE YEAR

There are no shortage of good sources for SaaS operating metrics. The real question is how much time do you spend collecting the data? Do you trust it? Is it still relevant? **TekStack takes all of that concern away.** We've pre-built over 30 SaaS metrics recommended by top Venture Capital firms like a16z. Metrics about your recurring revenue growth, customer churn, project success, customer health, deal success, and funnel growth.   All reporting is delivered through Power BI which can be accessed everywhere; Microsoft Teams, natively through TekStack dashboards, via web, or phone. All of it ready to go so you can focus on actioning information, not collecting it.

YOU WORK HARD TO BUILD THAT ARR.
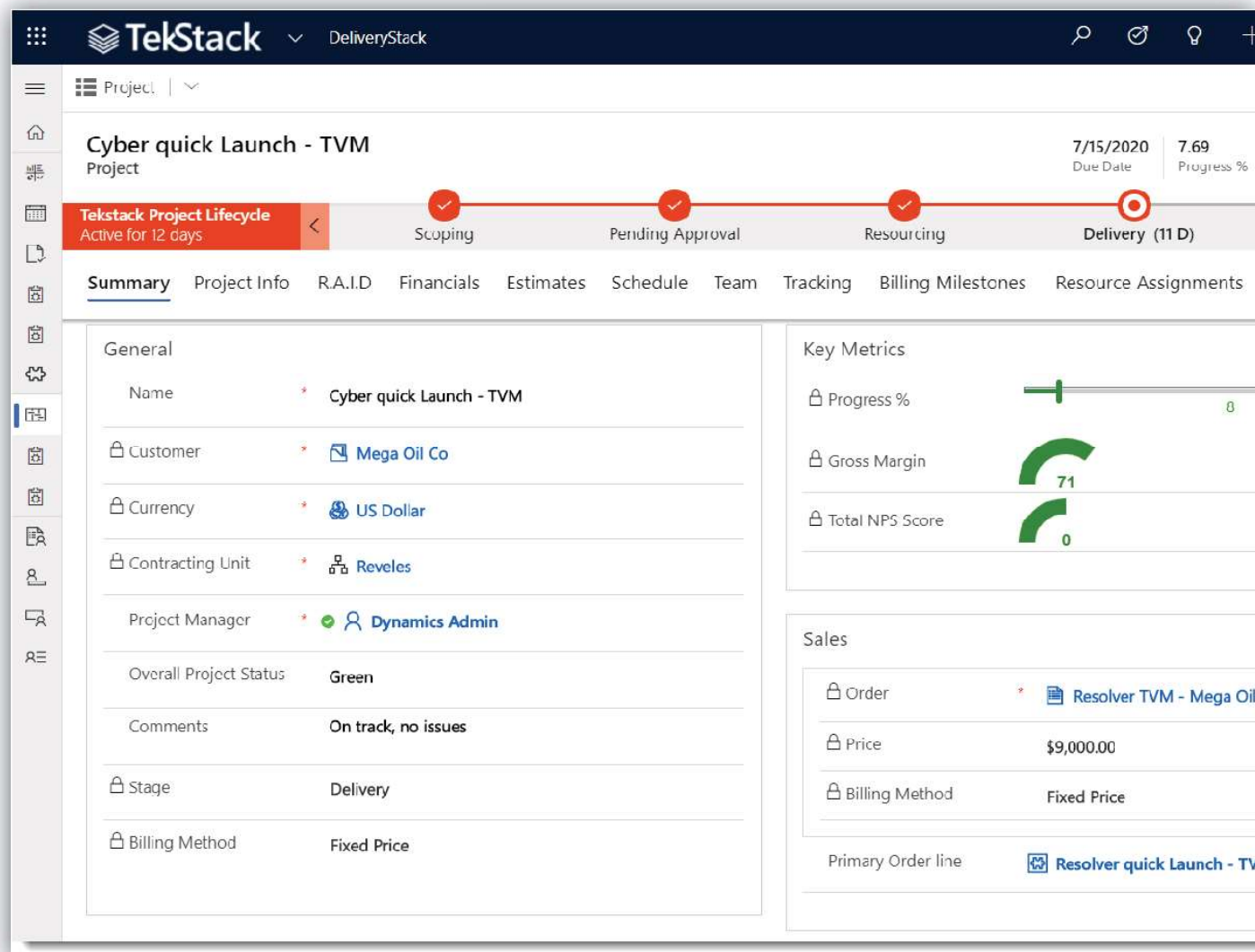# DON'T LEAVE IT'S MANAGEMENT TO CHANCE

Recurring Revenue is likely what drives your company's valuation, and it helps ride the economic waves. You've earned it, so why manage ARR through spreadsheets that are disconnected from your CRM and Accounting system? **TekStack offers a full subscription management function** that is integrated into the sales opportunity process. Create invoices, track recurring revenue and deferred revenue schedules. Automate the renewal process as well as co-terming invoices.

ONE PANE OF GLASS TO MANAGE EVERY STEP OF YOUR CUSTOMER'S JOURNEY

Imagine being able to answer everything about your customer from one screen. Renewal dates, which software products they own, invoice and order status, number of open cases, project status and progress, the last time they were contacted, and who has the best relationships. Everything from the customer account view. Including the option to use customer segmentation to analyze the impact large and small customers have on your ARR growth.
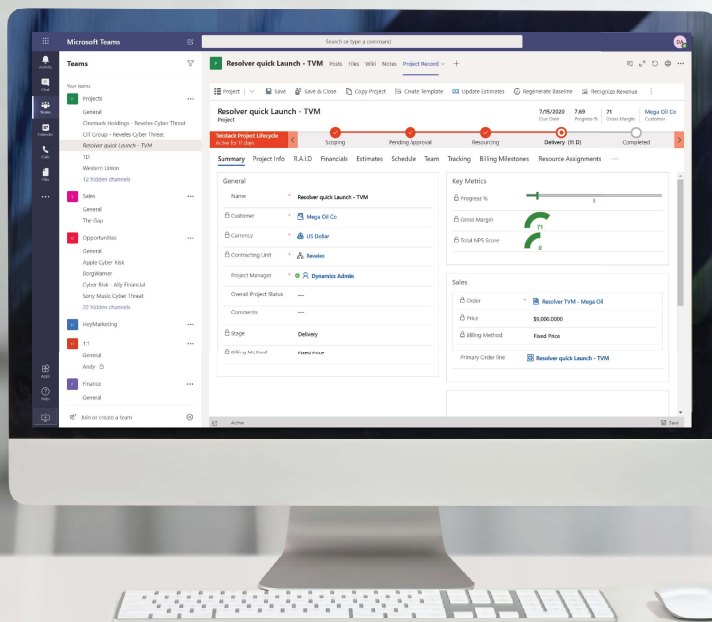
DELIVER PROJECTS CONSISTENTLY WITH FULL VISIBILITY TO COST AND REALIZED REVENUE.

TekStack provides a fully integrated **Project Service** tool to manage time & material or fixed fee projects. Invoice time or billing milestones, manage project plans, schedule resources, track resource utilization, recognize fixed fee revenue. We've also integrated automatic NPS or CSAT surveys into the project delivery milestones.

OFFER YOUR CUSTOMERS
OMNI-CHANNEL HELP DESK

TekStack provides a Customer Service capability that supports email, phone, and live agent support channels. Create service level agreements with customers, structure your support offerings through entitlements. Provide customers with a self-service portal that includes case review, projects, knowledge base, and discussion forums.

ENCOURAGE TEAM SHARING

Fully integrated with **productivity and collaboration tools** like Teams, SharePoint, and OneNote. TekStack automatically creates Teams channels for new opportunities, new projects, or escalated cases. Teams channels co-ordinate SharePoint document sites with Dynamics 365 including the ability to template folder structures. OneNote files are auto created making it easy to capture and share notes across team members. The result? No information loss, and perfect sales-to-service hand-offs.

TekStack will supercharge your growth. We are a CRM system on steroids, built to support every customer facing role in your business. From sales & marketing, subscriptions and billing, managing renewals, customer on-boarding, customer success, and help desk.

Everything your B2B SaaS business needs to scale. In addition to providing prescribed business processes right out of the box, we also provide all the reporting you need, pre-built. Be board-ready everyday. Blow away investors at your next due dilligence. Instead of spending time trying to collect information, action the information to improve the results of your business.

www.tekstack.com

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