



StreamOne Ion

Unified Customer Management - Subscriptions

UCM Enhancements
Vendor Agnostic

StreamOne Ion

UCM Enhancements

1. Dashboard
2. Customers
3. Marketplace
4. Orders
5. [Subscriptions](#)

Subscriptions

User Experience
Subscriptions List Page
Subscription Details Page

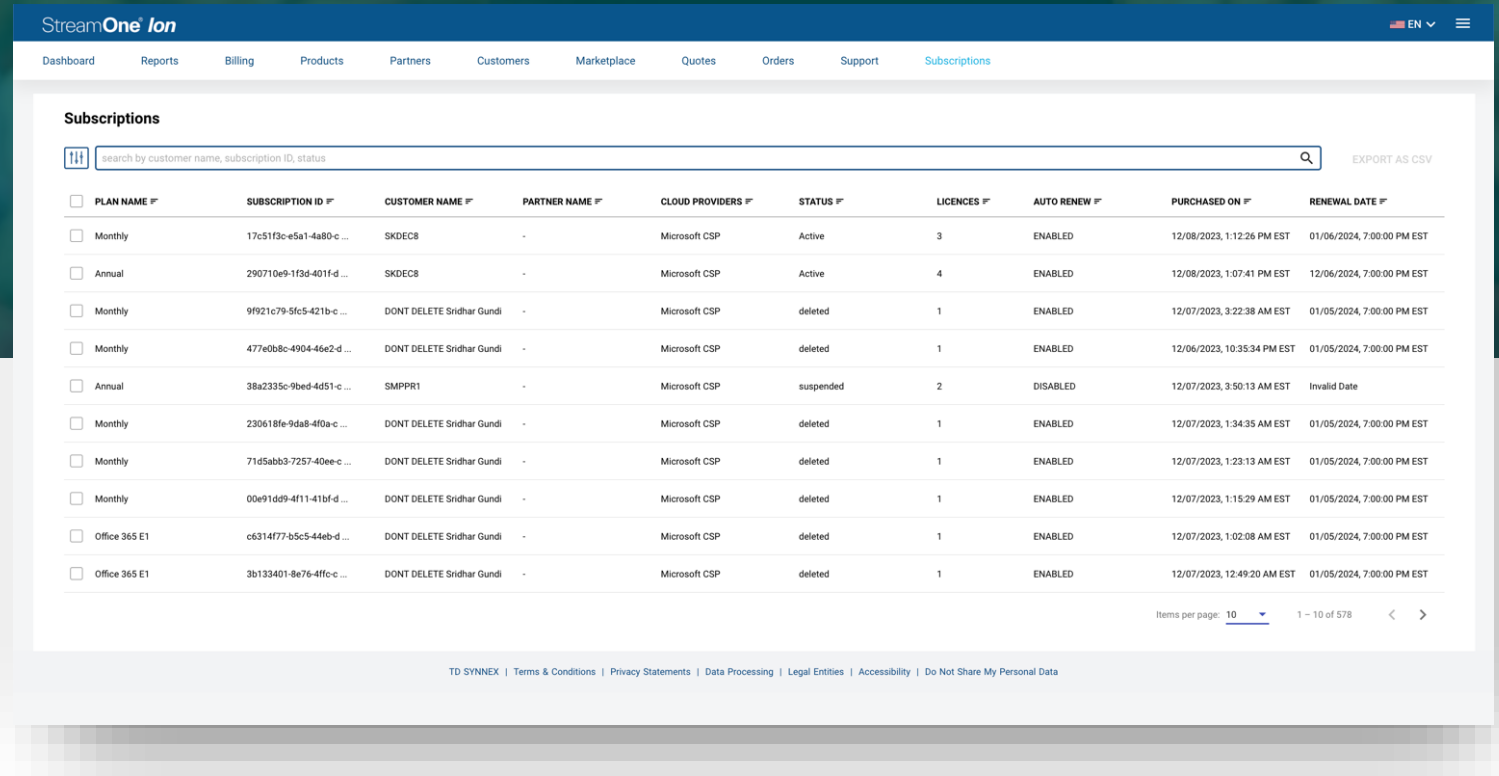
Subscriptions

New User Experience

The subscriptions page is a comprehensive list of all the subscriptions purchased by your Customers.

This new inventory empowers Resellers to not just monitor these subscriptions, but also effectively handle them.

Whether it involves altering subscription statuses, understanding prices or making modifications, this centralized page simplifies the whole process, ensuring a smooth and hassle-free subscription management experience.



The screenshot displays the 'Subscriptions' page within the StreamOne Ion application. The page features a navigation bar at the top with various menu items: Dashboard, Reports, Billing, Products, Partners, Customers, Marketplace, Quotes, Orders, Support, and Subscriptions. Below the navigation bar, the 'Subscriptions' section is active, showing a table of subscription data. The table includes columns for Plan Name, Subscription ID, Customer Name, Partner Name, Cloud Providers, Status, Licences, Auto Renew, Purchased On, and Renewal Date. The table lists several subscriptions, including Monthly, Annual, and Office 365 E1 plans, with details on their status (Active, deleted, suspended) and renewal dates. A search bar is located at the top of the table, and an 'EXPORT AS CSV' button is visible on the right. The page footer contains links to Terms & Conditions, Privacy Statements, Data Processing, Legal Entities, Accessibility, and a 'Do Not Share My Personal Data' option.

PLAN NAME	SUBSCRIPTION ID	CUSTOMER NAME	PARTNER NAME	CLOUD PROVIDERS	STATUS	LICENCES	AUTO RENEW	PURCHASED ON	RENEWAL DATE
Monthly	17c51f3c-e5a1-4a80-c...	SKDEC8	-	Microsoft CSP	Active	3	ENABLED	12/08/2023, 1:12:26 PM EST	01/06/2024, 7:00:00 PM EST
Annual	290710e9-1f3d-401f-d...	SKDEC8	-	Microsoft CSP	Active	4	ENABLED	12/08/2023, 1:07:41 PM EST	12/06/2024, 7:00:00 PM EST
Monthly	9f921c79-5fc5-421b-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 3:22:38 AM EST	01/05/2024, 7:00:00 PM EST
Monthly	477e0b8c-4904-46e2-d...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/06/2023, 10:35:34 PM EST	01/05/2024, 7:00:00 PM EST
Annual	38a2335c-9bed-4d51-c...	SMPPR1	-	Microsoft CSP	suspended	2	DISABLED	12/07/2023, 3:50:13 AM EST	Invalid Date
Monthly	230618fe-9da8-4f0a-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:34:35 AM EST	01/05/2024, 7:00:00 PM EST
Monthly	71d5abb3-7257-40ee-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:23:13 AM EST	01/05/2024, 7:00:00 PM EST
Monthly	00e91dd9-4f11-41bf-d...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:15:29 AM EST	01/05/2024, 7:00:00 PM EST
Office 365 E1	c6314f77-b5c5-44eb-d...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:02:08 AM EST	01/05/2024, 7:00:00 PM EST
Office 365 E1	3b133401-8e76-4ffc-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 12:49:20 AM EST	01/05/2024, 7:00:00 PM EST

Subscriptions

Subscriptions List Page

1 Search

You can refine your results in the inventory by searching for subscriptions of interest. You can **search** for:

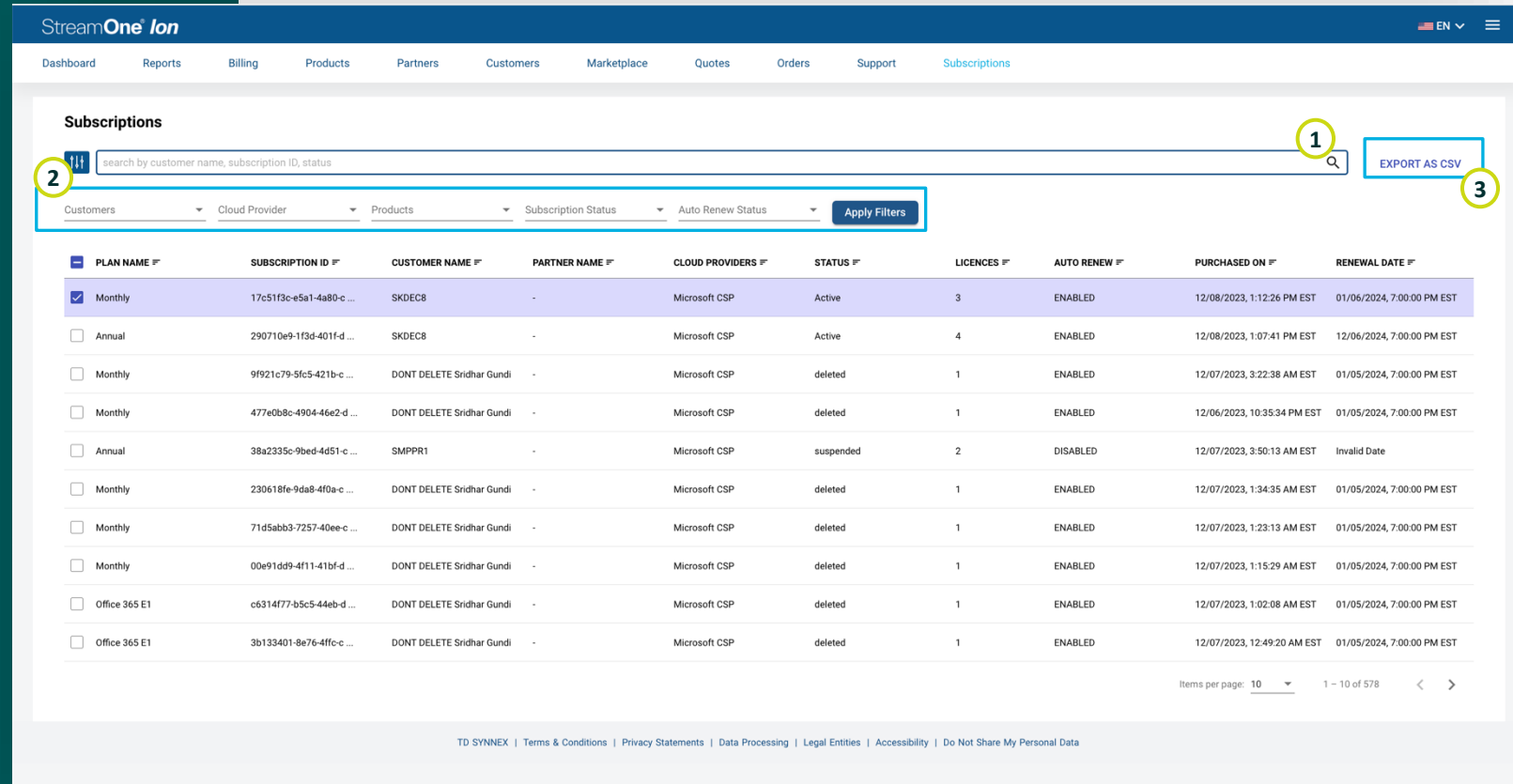
- ✓ Customer Name / Partner Name
- ✓ Plan Name
- ✓ Subscription ID
- ✓ Cloud Providers
- ✓ Status
- ✓ Mfg Part Number

2 Filters

You can **filter** the customer list based on:

- ✓ Customers (Customer Name)
- ✓ Cloud Provider.
- ✓ Products
- ✓ Subscription Status
- ✓ Auto-Renew Status

Each filter works in conjunction with other filters, so you can narrow down results by using more than one at the same time. To facilitate the selection of one or multiple options within each filter, specially when the list of possible selections is long, **each filter features its own search bar**.



The screenshot shows the 'Subscriptions' page in the StreamOne Ion application. The page has a top navigation bar with links to Dashboard, Reports, Billing, Products, Partners, Customers, Marketplace, Quotes, Orders, Support, and Subscriptions. The 'Subscriptions' section is active. Below the navigation bar, there is a search bar (1) with the placeholder text 'search by customer name, subscription ID, status'. To the right of the search bar is an 'EXPORT AS CSV' button (3). Below the search bar, there are five filter dropdowns (2): Customers, Cloud Provider, Products, Subscription Status, and Auto Renew Status. An 'Apply Filters' button is located to the right of these dropdowns. The main content area displays a table of subscriptions with the following columns: PLAN NAME, SUBSCRIPTION ID, CUSTOMER NAME, PARTNER NAME, CLOUD PROVIDERS, STATUS, LICENCES, AUTO RENEW, PURCHASED ON, and RENEWAL DATE. The table contains 10 rows of data, with the first row selected. At the bottom of the table, there is a pagination bar showing 'Items per page: 10' and '1 - 10 of 578'.

PLAN NAME	SUBSCRIPTION ID	CUSTOMER NAME	PARTNER NAME	CLOUD PROVIDERS	STATUS	LICENCES	AUTO RENEW	PURCHASED ON	RENEWAL DATE
<input checked="" type="checkbox"/> Monthly	17c51f3c-e5a1-4a80-c...	SKDEC8	-	Microsoft CSP	Active	3	ENABLED	12/08/2023, 1:12:26 PM EST	01/06/2024, 7:00:00 PM EST
<input type="checkbox"/> Annual	290710e9-1f3d-401f-d...	SKDEC8	-	Microsoft CSP	Active	4	ENABLED	12/08/2023, 1:07:41 PM EST	12/06/2024, 7:00:00 PM EST
<input type="checkbox"/> Monthly	9f921c79-5fc5-421b-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 3:22:38 AM EST	01/05/2024, 7:00:00 PM EST
<input type="checkbox"/> Monthly	477e0b8c-4904-46e2-d...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/06/2023, 10:35:34 PM EST	01/05/2024, 7:00:00 PM EST
<input type="checkbox"/> Annual	38a2335c-9bed-4d51-c...	SMPPR1	-	Microsoft CSP	suspended	2	DISABLED	12/07/2023, 3:50:13 AM EST	Invalid Date
<input type="checkbox"/> Monthly	230618fe-9da8-4f0a-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:34:35 AM EST	01/05/2024, 7:00:00 PM EST
<input type="checkbox"/> Monthly	71d5abb3-7257-40ee-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:23:13 AM EST	01/05/2024, 7:00:00 PM EST
<input type="checkbox"/> Monthly	00e91dd9-4f11-41bf-d...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:15:29 AM EST	01/05/2024, 7:00:00 PM EST
<input type="checkbox"/> Office 365 E1	c6314f77-b5c5-44eb-d...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 1:02:08 AM EST	01/05/2024, 7:00:00 PM EST
<input type="checkbox"/> Office 365 E1	3b133401-8e76-4ffc-c...	DONT DELETE Sridhar Gundi	-	Microsoft CSP	deleted	1	ENABLED	12/07/2023, 12:49:20 AM EST	01/05/2024, 7:00:00 PM EST

3 Export

Select one or more subscriptions, and you can download a .CSV document to work with the data outside the platform if needed.

Subscriptions

Subscription Details Page

When double-clicking on a Subscription in the list page, you will be brought to the Subscription Details page:

1 Customer/Partner Information

Name of the Customer or Partner who purchased the subscription.

2 Subscription Information

Here you will find the main **details** about the subscription:

- ✓ Subscription ID
- ✓ Subscription Status
- ✓ Total Licenses
- ✓ Subscription Term
- ✓ Billing Cycle
- ✓ Auto-Renew Status
- ✓ Effective Date
- ✓ End Date

3 Pricing Summary

Pricing **references** for the Final Price, Margin, Cost, and MSRP. The little arrow next to margin indicates if it is positive or negative.

The screenshot shows the 'Subscription Details' page in the StreamOne Ion application. The page is divided into several sections:

- 1 Customer/Partner Information:** Located at the top, it includes fields for Customer Name (MSFT Orders1), Primary Contact (customer active demo), Primary Contact Email ID (qaorgtestcustomer+1022@gmail.com), and Address (12120 Sunset Hills Rd Reston, VA 20190).
- 2 Subscription Information:** A central box containing details for 'Office 365 NCE', including Mfg Part Number (CFQ7TTCOLF8Q.0001:P1M:M), Subscription ID (ad784724-a3cf-481d-d...), Subscription Status (Suspended), Total Licenses (7), Subscription Term (P1M), Billing Cycle (Monthly), Effective Date (12/19/2023, 12:00:00 AM), and End Date (02/18/2024, 12:00:00 AM). It also includes a 'MANAGE SUBSCRIPTION' link.
- 3 Pricing Summary:** A box on the right showing pricing details: Total Price (USD 84.00), Margin (USD 3.60 | 30%), Reseller Cost (USD 8.40), Customer Price (USD 12.00), and MSRP (USD 12.00).
- 4 Subscription details:** A table at the bottom showing the subscription history with columns for EVENT NAME, UPDATED BY, USER EMAIL, USER ID, and Created At.

EVENT NAME	UPDATED BY	USER EMAIL	USER ID	Created At
Update Subscription	-	-	0	01/19/2024, 11:45:09 AM
Po Number_updated	-	-	0	12/19/2023, 10:43:53 AM
Create Order, Qty: 7	-	-	0	12/19/2023, 10:43:35 AM

4 Subscription details

This section contains the **Subscription History** of changes, Additional Info and Entitlements tabs expressing more details, and it may also have other **product-specific tabs**.

Subscriptions

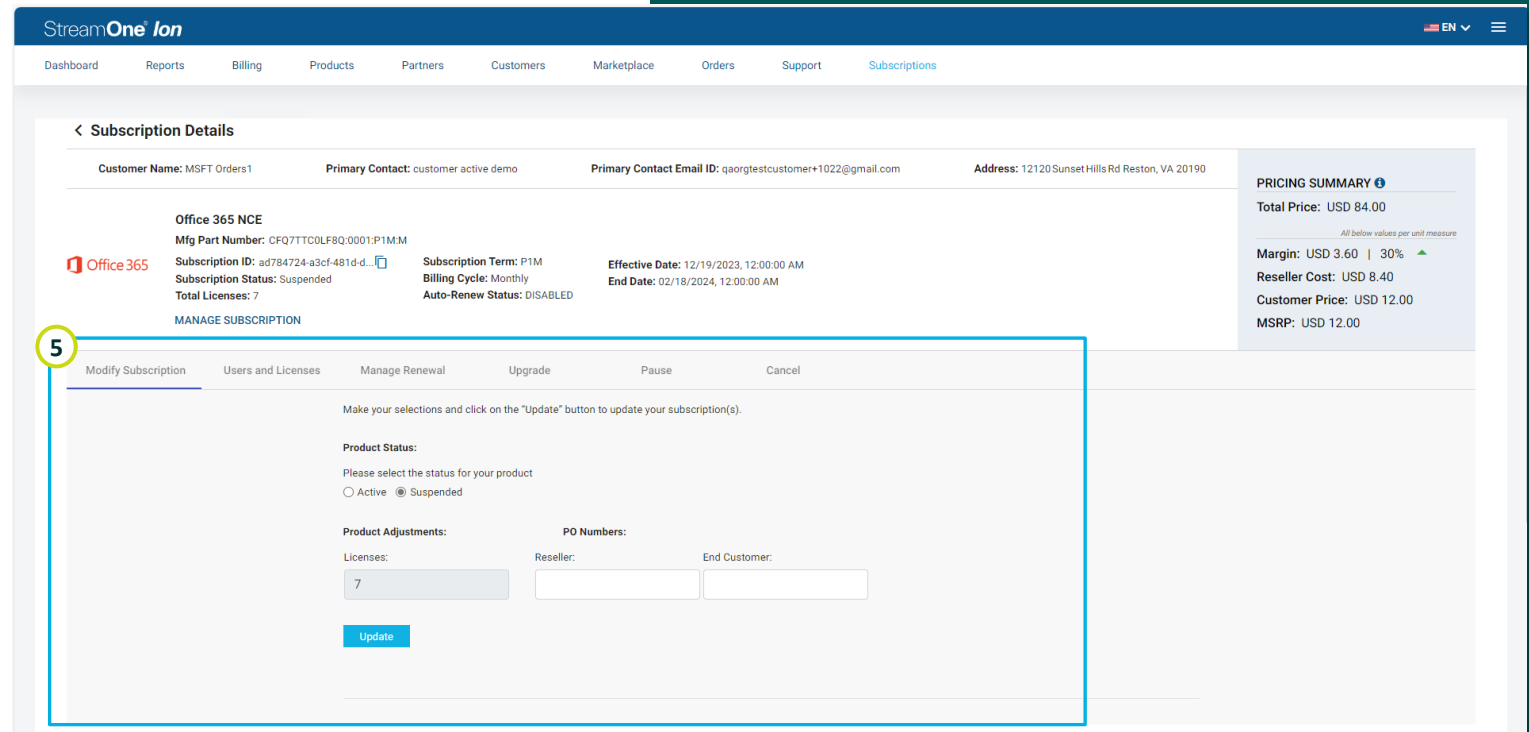
Subscription Details Page

5

Manage Subscription

Click here to twirl down the “**Manage Subscription**” options. These menus continue to be product-specific, and they dynamically display the different **lifecycle management** options each product offers depending on their nature, status, type, etc., now with a horizontal design of different tabs which replicate the same preexisting lifecycle management logic.

These tabs may take a few seconds to load as most of the subscription lifecycle management options depend on retrieving attributes and statuses of the products in real time from the Cloud Provider portal.



StreamOne lon

Dashboard Reports Billing Products Partners Customers Marketplace Orders Support Subscriptions

< Subscription Details

Customer Name: MSFT Orders1 Primary Contact: customer active demo Primary Contact Email ID: qaorgtestcustomer+1022@gmail.com Address: 12120 Sunset Hills Rd Reston, VA 20190

Office 365 NCE
Mfg Part Number: CFQ7TTC0LF8Q:0001:P1M:M

Office 365 Subscription ID: ad784724-a3cf-481d-d... Subscription Term: P1M
Subscription Status: Suspended Billing Cycle: Monthly Effective Date: 12/19/2023, 12:00:00 AM
Total Licenses: 7 Auto-Renew Status: DISABLED End Date: 02/18/2024, 12:00:00 AM

MANAGE SUBSCRIPTION

5

Modify Subscription Users and Licenses Manage Renewal Upgrade Pause Cancel

Make your selections and click on the "Update" button to update your subscription(s).

Product Status:
Please select the status for your product
☐ Active ☒ Suspended

Product Adjustments:

Licenses: 7


PO Numbers:
Reseller: End Customer:

Update

PRICING SUMMARY

Total Price: USD 84.00

All below values per unit measure

Margin: USD 3.60 | 30% 

Reseller Cost: USD 8.40

Customer Price: USD 12.00

MSRP: USD 12.00