Product Catalogue

In interworks.cloud platform, the Product Catalog has been designed specifically for subscription-based businesses (prepaid or consumption model) but we fully support license based or one-off products too.

Understanding Product Types

A product type is an entity that is used for defining a service in the platform. The definition takes place through configuring the various properties and characteristics of the service, on product type level, so the product type can then be used as a template to spawn as many different editions of the services as required. The product types are used by the product managers for defining the editions ('products' in interworks.cloud platform) of a service by setting for each edition, specific values for each characteristic. In this way, the editions are "instances" of the product types, meaning that you can have many products of the same type, while each product has only one product type.

Creating Products

A basic feature of the Product Catalog maintenance in the platform is the capability to create new services in the system. There is a wide array of options available, in order to accommodate many different scenarios. Be it a one-off product, like a 'Setup' managed service, a subscription product, like an IaaS offering, or a pay-per-use subscription like backup, you can be sure to find a solution on how to support various requirements, within interworks.cloud platform.

Product Pricing Settings

Some basic billing settings for subscription based products lay on the 'Products' module. Those can be found at the 'Pricing' section:

Define Catalogue Categories

This page explains how the product manager can create the catalogue categories.

Product Pricing Options

Working with Price Groups

This page explains how a price group is created in order to assign products to it and then relate a price group to a price list. By this way you can easily manage price lists and discounts.

Setting Product Billing Day

By default, the recurring products are billed on customer's billing day. For changing this, you should set for a product a specific billing day that overrides any billing options the customer might have.

Enable Product Trials

An important feature of the product management facilities of interworks.cloud platform is the enablement of trial subscriptions for your end-customers. A trial subscription is a subscription that carries no charge for the customer, and provides full access to a product or service for a limited amount of time.

Mutually Exclusive Products

This page explains how to define mutually exclusive products. If two products are mutually exclusive, it means that they cannot co-exist under the same customer. for enforcing this rule, our system will not allow a customer to purchase a product if he has already an active subscription for one of the products that are incompatible with this product.

Managing Product Groups

The Product Group feature is actually a way to group products of the same product type for presentation purposes. This is useful when we want to have a common presentation layer of a service at Storefront (i.e. various editions of a software) which will also include a list of the product characteristics of each edition of the software (i.e. the products "Office 365 Business Essentials", "Office 365 Business Premium" are related with the "Office 365 Business" product group). Thus, it makes for a more economical way to manage different 'flavors' of the same software in terms of marketing preparation, but also offers a more clear way of depicting the offering selection to the customer! Let's see how to create Product Groups:

Bulk Import & Update of Products

Product Catalogue Importer Tool

The bulk import and update of your product catalogue can be achieved using our **Products Importer** tool that is available in product module. Using our importer, you can upload an excel file with your products and the products will be imported / updated by mapping excel columns with product properties.

Product Bundles (BETA)

Bundles are a new type of product that we have planned to introduce in our platform the following months. With Bundles, Distributors and Service Providers will gain the ability **to include multiple products in one single Product SKU** and a single billing event in better prices than purchasing all products separately.