aws marketplace

Zuora

Reviews, tips, and advice from real users

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Product Recap

Zuora

Zuora Recap

Zuora offers a comprehensive solution for subscription management, focusing on automated billing, customer and revenue analytics, and enhanced operational efficiency. Its features support flexible pricing, streamlined billing cycles, and detailed insights into customer behavior, making it ideal for businesses adapting to subscription-based models. Users experience significant productivity gains and operational improvements.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The best feature is product configuration. The automation is also fantastic. I can say that it is very efficient in pricing. It works effectively in pricing efficiency.The solution is stable. I've not encountered any bugs.The product is scalable.It's a good solution that helps ensure you don't lose revenue. I rate the solution a nine out of ten."

Manoj Kumar Chippakurthi
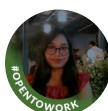Zuora developer at Tata Consultancy

✔ "I like that the UI is great and easily explainable."

Prathmesh Wasade
Zuora Developer at Tata Consultancy

✔ "It's an end-to-end solution for managing subscriptions."

Akansha Jawade
Zuora Developer at a consultancy with 10,001+ employees

✔ "We have so many options for reporting, whether you want structured data or automation."

Akshul Tyagi

Software Engineer || (Zuora Developer) at HERE Maps

✔ "Zuora is an end-to-end solution that handles orders, payments, and licensing. Its robust billing engine manages all billing aspects, including debit memos. Zuora's rate plan charges offer the flexibility needed in the subscription business, allowing for easy product configuration."

Khushboo Upadhyay

Senior Technical Specialist at a tech vendor with 5,001-10,000 employees

✔ "Zuora Workflow is valuable."

Daniel Delgado

Zuora Lead Developer at a tech vendor with 10,001+ employees

✔ "The tool's most valuable aspect is its evolution. When I first worked on it, it was a simple platform that handled accounts and basic invoicing. Over the years, I've seen many changes that have enabled it to support complex projects. The help desk now provides solutions for these projects, which wasn't initially possible. The most important thing about Zuora is its ability to handle complexity through workflows, essentially automating the invoicing process."

Christos Stefanou

Software Engineering Consultant at Deloitte Greece

What users had to say about valuable features:

"Zuora Workflow is valuable. It is the main tool I use to automate processes and deliver business requirements. CPR has helped streamline our billing operations.."

Daniel Delgado
Zuora Lead Developer at a tech vendor with 10,001+ employees

Read full review ↗

"The most valuable feature of the solution is that it helps subscription businesses keep track of everything, like upgrades, downgrades, and cancellations. If there are repetitive tasks, we can automate them with the tool.."

Ateeq Ur Rehman
Software Engineer at a computer software company with 5,001-10,000 employees

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"The best feature is product configuration. The automation is also fantastic—it handles everything from customer account creation to payment collection, all without any manual work. In addition, I can say that it is very efficient in pricing. It works effectively in pricing efficiency, especially in calibration. There won't be even a 0.1% difference.."

Manoj Kumar Chippakurthi
Zuora developer at Tata Consultancy

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"It can generate invoices and manage all financial transactions within the platform.

It's an end-to-end solution for managing subscriptions. You can generate invoices, credit memos, debit memos, and handle products—everything is under one roof. You can also generate different invoice templates and map financial transactions. Additionally, it can be used to generate reports and analytics.."

Akansha Jawade
Zuora Developer at a consultancy with 10,001+ employees

[Read full review ↗](#)

"The tool's most valuable aspect is its evolution. When I first worked on it, it was a simple platform that handled accounts and basic invoicing. Over the years, I've seen many changes that have enabled it to support complex projects. The help desk now provides solutions for these projects, which wasn't initially possible. The most important thing about Zuora is its ability to handle complexity through workflows, essentially automating the invoicing process.

We are in constant communication with the support team. Whenever an issue arises, we text them and usually find a good solution. For example, last week, we had an issue with encoding because one of our customers from Bulgaria used a different encoding than usual. The platform couldn't handle it, but we contacted the support team, and within a few days, they provided a workaround. Importantly, they also informed us that the next version, coming in a few months, will include a solution for this issue so that we won't need the workaround anymore.."

Christos Stefanou
Software Engineering Consultant at Deloitte Greece

[Read full review ↗](#)

"Zuora is really helpful for organizations trying to manage their revenue. They can rapidly take the revenue and recognize it directly from Zuora and prepare their finances quickly.

It's not easy for them to manually recognize all the transactions in their system when they are trying to compile data from each customer, where they have multiple invoices and bulk customers. So it's really easy to use.

With their new features, they can easily track their data, manage their usage, and provide accurate billing to the customers.

Different pricing models and billing cycles:

Zuora supports multiple pricing models. There are one-time usages, flat fees, per unit, tiered, overages, and consumption-based models. For consumption-based models, if there are prepayments in the system, Zuora can manage subscriptions, prepare billing, and showcase within the subscription how the balance is utilized.."

Jitesh Gupta

Read full review ↗

Senior Zuora Developer at a computer software company with 501-1,000 employees

Other Solutions Considered

"I joined this company in August 2023, and Zuora was already in use.

But as far as I know, Zuora provides some automation processes. If you want to update or import file data, we have enough patience for that. And, like, if you want to automate anything in Zuora, we have options. I don't think many applications have these kinds of options, or they have them but don't have any in-house solution for them. So, that's why I think they chose Zuora over other applications.."

Akshul Tyagi
Software Engineer || (Zuora Developer) at HERE Maps

Read full review [↗]

ROI

Real user quotes about their ROI:

"The solution is worth the money. Even though I'm not entirely sure about the exact cost of Zuora, it has proven effective for big companies with many customers. We've experienced very few issues, and any that did arise were quickly fixed by the support team without causing significant problems like losing money or data. I would strongly recommend it.."

Christos Stefanou
Software Engineering Consultant at Deloitte Greece

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Use Case

"We have a lot of products. So, we use it for product billing because we have many subscription-based models. We use Zuora for each product subscription and billing.."

Akshul Tyagi   Read full review ↗
Software Engineer || (Zuora Developer) at HERE Maps

"We use Zuora for its subscription-based model and billing system.

Regardless of the business type, if a company wants to run on a subscription-based model, we support them using this tool.."

Manoj Kumar Chippakurthi   Read full review ↗
Zuora developer at Tata Consultancy

"I use the solution in my company since it helps the subscription business. The tool helps businesses manage their product catalogs and content contacts. It also helps with accounts like how much revenue has been generated to keep track of all that. It also helps integrate with other applications and CRMs, like Salesforce. We can also complete reports and all of that with the tool.."

Ateeq Ur Rehman
Software Engineer at a computer software company with 5,001-10,000 employees

Read full review ↗

"Zuora is used for different organizations. Some are energy-based, while others are usage-based, like providing paritcular mobile data. Some organizations use Zuora for updating their accounts, subscriptions, and usage.

Currently, I use Zuora for a few customers who are focused on usage and use a mediation model, which has an order-based subscription. These are my use cases.."

Jitesh Gupta
Senior Zuora Developer at a computer software company with 501-1,000 employees

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"I worked with Zoho for different use cases according to the requirements for the businesses. I have worked on two projects: one for HMD and another for Philips. For HMD, I worked on creating workflows, creating products, creating customer accounts, and integrating them with other systems. For Philips, I am still working on the project, deploying from one system to another, using developer tools, deployment manager, workflows, creating subscriptions from Zoho CPQ, and integrating with SAP.."

Prathmesh Wasade
Zuora Developer at Tata Consultancy

Read full review ↗

"Companies mostly use Zuora to manage their products using a subscription-based business model. They use it to maintain a customer database, saving all customer information on Zuora's platform. Importantly, the solution handles recurring invoicing, usually monthly, based on the company's product catalog. In some cases, such as telecommunications, pricing is based on user usage. It offers tools to meet the needs of these customers programmatically.."

Christos Stefanou
Software Engineering Consultant at Deloitte Greece

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup for deployment is made easier with a deployment manager and developer tools. However, some aspects like settings need to be done manually.."

Prathmesh Wasade   Read full review ↗

Zuora Developer at Tata Consultancy

"The initial setup is easy in Zuora. It's easy to run Zuora because we have a deployment manager through which we can deploy most of the things. So I don't think it's a big task.."

Akshul Tyagi   Read full review ↗

Software Engineer || (Zuora Developer) at HERE Maps

"During the project's first year, we didn't have the deployment manager tool they introduced later. Back then, deploying was tricky, and we relied on an external tool. However, about two years ago, they significantly improved the deployment manager tool. Now, the entire deployment process has become much easier and notably faster.Approximately every two months, the tool updates the platform and incorporates all the changes it has made.."

Christos Stefanou
Software Engineering Consultant at Deloitte Greece

Read full review ↗

"The ease of deployment depends on the previous system. It could be difficult to map everything if it was a legacy system or a custom software. If we were using a similar software, it could be easier. The developer tools offered by Zuora are good enough. We can migrate the data from Excel spreadsheets. A team of four people deployed the tool in our organization. The product is always deployed on the cloud.."

Daniel Delgado
Zuora Lead Developer at a tech vendor with 10,001+ employees

Read full review ↗

"The initial setup wasn't that complex. It was a bit easy.

- **Integration Capabilities:** Zuora provides REST APIs, as well as SOAP APIs, which can be leveraged to connect with other systems.

- **Deployment strategy:** We followed an agile methodology. It was a continuous development and continuous deployment setup.

- **Deployment time:** Through Zuora's built-in deployment manager, it doesn't take much time. It's easy to deploy. It was completed within a day.

Akansha Jawade
Zuora Developer at a consultancy with 10,001+ employees

Read full review ↗

"The deployment is difficult for those who do not have a Zuora background or a technical background. The knowledge center doesn't fully explain how to prepare workflows from scratch, but it does mention the tools that can be used to build them.

If someone has good knowledge about Zuora, they can easily tackle those things. They can do some research and development and prepare workflows using the Zuora API or other integrated systems, which can be used in Zuora for the customers' benefit.

- **Deployment time:** It depends on the customer's requirements. If the workflow is properly created according to their terms and conditions, then we can deploy it within one week or one and a half weeks. But if it is not as per their requirement or is put on hold for some reason, then it could take months.

- **Deployment model:** It's already a system generated by Zuora for the organization, and we manage it for implementation and the billing side. We create workflows and use APIs through Force.com and different integration systems with Salesforce and accounting systems. That's how we manage it.

Jitesh Gupta   Read full review ↗

Senior Zuora Developer at a computer software company with 501-1,000 employees

Customer Service and Support

"The support team is responsive and replies to issues promptly, typically within thirty minutes to an hour. However, there have been instances where it took more time, such as with the CPQ-related issue. The support team needs to improve response times.."

Prathmesh Wasade   Read full review [↗]
Zuora Developer at Tata Consultancy

"The solution's technical support team's ability to resolve issues is good. I am happy with the support team. Mostly, all of our tickets are resolved by the support team.."

Ateeq Ur Rehman   Read full review [↗]
Software Engineer at a computer software company with 5,001-10,000 employees

"Support is quite fast. We raise a ticket, and we get a response within one or two hours. If it's a high-priority matter, such as something significantly impacting us, we mention it as a priority ticket and get an even faster response.."

Khushboo Upadhyay
Senior Technical Specialist at a tech vendor with 5,001-10,000 employees

Read full review ↗

"I have chatted with them multiple times to understand what certain features do, what the users can do, and what we can do. We encountered some technical glitches from our side.."

Jayakrishna Amm
Associate Manager at a manufacturing company with 1,001-5,000 employees

Read full review ↗

"I talked to the customer service and support a lot of times.

I've got very good support every time. Hardly one or two times, I got a delayed response. Otherwise, I get immediate responses.."

Akshul Tyagi
Software Engineer || (Zuora Developer) at HERE Maps

Read full review ↗

"The customer service and support have knowledge and content available through the Zuora knowledge center. I always get a response, but some of the responses are not on time.

There is room for improvement in the response time. ."

Jitesh Gupta

Read full review ↗

Senior Zuora Developer at a computer software company with 501-1,000 employees

Other Advice

"Overall, I would rate the solution an eight out of ten. I already recommended it to some customers, and even my customer recommended it further.

My advice: If you want to use Zuora, you have to think about their business, and if it is really needed, then you can opt for it and manage their system within Zuora.."

Jitesh Gupta
Senior Zuora Developer at a computer software company with 501-1,000 employees

Read full review ↗

"I would definitely recommend it. It's a really nice platform. We can use its extensibility, and it's very easy to implement and automate processes.

It can also be integrated with multiple platforms if your business requires working with multiple tools.

Overall, I would rate it a nine out of ten.."

Akansha Jawade
Zuora Developer at a consultancy with 10,001+ employees

Read full review ↗

"Zuora can be useful if it is a subscription business. There are alternative billing platforms as well. I have been using Zoho, which I think is a stable product.

It would be easy for a beginner to learn to use Zuora. The tool's UI is user-friendly. The tool offers documentation and has a knowledge center, which has all the information and is user-friendly.

I rate the tool a seven out of ten.."

Ateeq Ur Rehman
Software Engineer at a computer software company with 5,001-10,000 employees

Read full review ↗

"I recommend introducing Zuora into your work culture. It's a good solution that helps ensure you don't lose revenue. You can recognize all revenue accurately, including revenue recognition and financial production checks. It helps you understand how many appropriate resources you have.

If you're using it for the first time, it's simple and straightforward to learn. There's not much complexity to it. But, you need to be willing to learn. You don't even need high-level coding skills, although having them would be beneficial.

Overall, I rate the solution a nine out of ten.."

Manoj Kumar Chippakurthi
Zuora developer at Tata Consultancy

Read full review ↗

"I am a developer. I am a Zuora consultant. We saw the product's benefits after the initial deployment once we had the knowledge to take advantage of its features. In the beginning, it's usually like migration from a legacy system. It is kind of messy.

Once we have hands-on experience, we will start seeing the value.

When there is a change in subscription, we have to go through an amendment to the subscription every time. We create a new order and add the new version of the subscription. The tool requires maintenance sometimes. We perform patching to clean up the account and improve the platform's overall performance.

Zuora has a very good Knowledge Center. It also has courses at Zuora University. These are the first things I show the people in the team. I asked my team members to complete Zuora Billing 101. It gives a very good explanation of the capabilities of the tool.

Overall, I rate the solution an eight out of ten..''

Daniel Delgado
Zuora Lead Developer at a tech vendor with 10,001+ employees

Read full review ↗

"If your project involves subscriptions, I would definitely recommend Zuora. We have used Salesforce in the past, but its subscription features are not very advanced right now. Although Salesforce plans to improve in the future, it cannot compete with Zuora's complexity and capabilities. So, for subscription-related projects, Zuora is the better choice.

Before starting the tool, you'll need to take some initial steps. First, contact someone from the company to understand your project's specific needs. They will provide you with information on the necessary contracts and any required certifications. For instance, if you don't need analytics for your project, you won't need to purchase the analytics package.

Everything in the technical industry can be time-consuming, especially since Zuora has many smaller tools. However, it offers an online academy that is a great starting point. It includes videos, technical examples, and written theory. If you want, you can also earn certificates on the platform. This process opened my eyes to the possibilities and capabilities of the solution. It wasn't overly time-consuming for me; it took about two months.

I would rate it an eight out of ten as a subscription system tool. Overall, I'm very satisfied working with it, especially because whenever we encounter issues, the support team is quick to help, and we manage to overcome them. The platform is user-friendly and relatively easy to use, not as complex as other large tools like Salesforce. ."
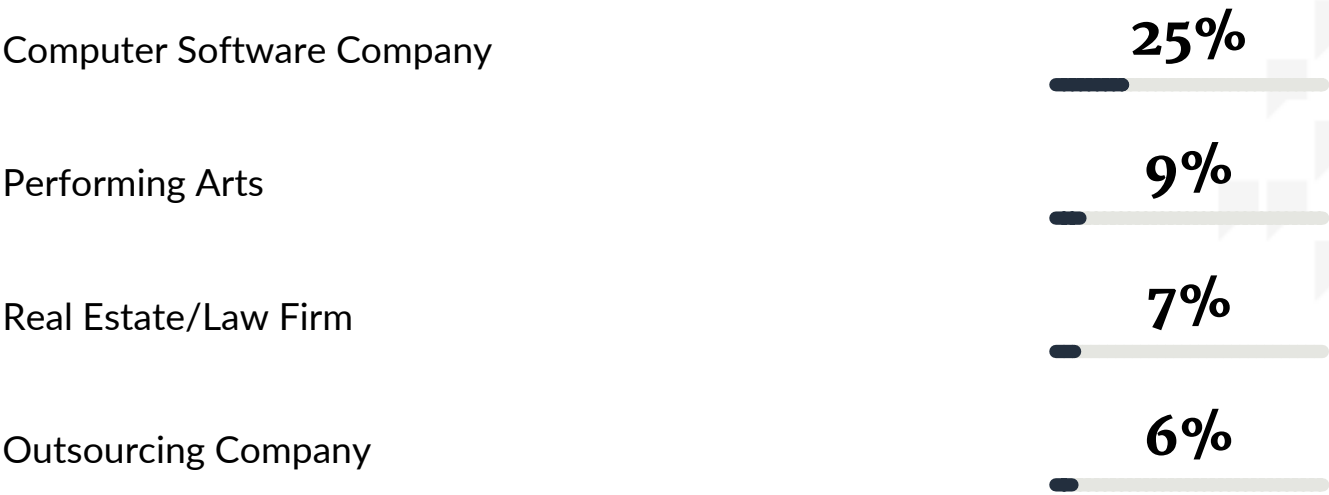
Christos Stefanou
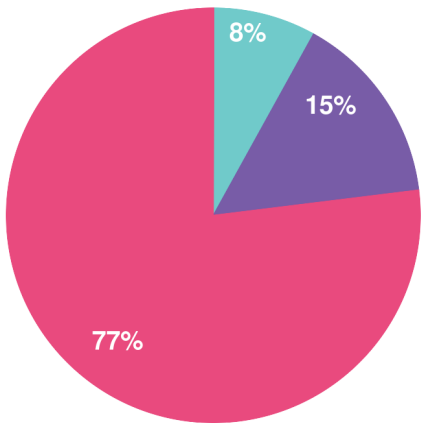Software Engineering Consultant at Deloitte Greece

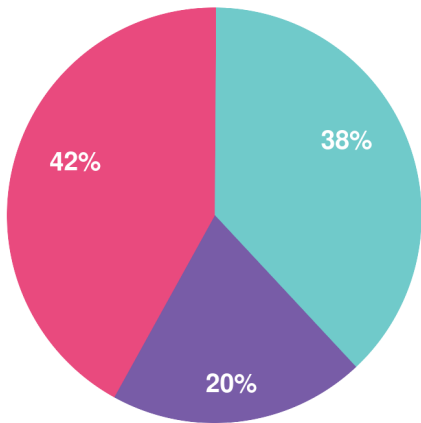Read full review ↗

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by visitors reading reviews

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Performing Arts   **9%**

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Outsourcing Company   **6%**

Company Size

by reviewers

8%
15%
77%

by visitors reading reviews

38%
42%
20%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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