

DigitalRoute

Solution Brief

UsageCloud™

The Intelligent Usage Data Platform
Built to power the rise of Living Usage Monetization.



Executive Summary

Most digital businesses are stuck. They know static subscriptions don't fit anymore, but their monetization systems can't handle what comes next. The result? Billing errors, revenue leaking out, and teams that can't move fast enough when the market shifts.

UsageCloud™ is an enterprise-grade, usage-native intelligent usage data platform that turns raw usage events from any source into trusted, finance-grade data. It enables real-time monetization, new business models, and measurable outcomes.

4x

Faster Growth

2x

Faster to Market

50%

Less Revenue
Leakage

30%

Cost Reduction

Welcome to Living Monetization Era.

The Forces Reshaping Digital Business

The world has entered what we call the Living Monetization Era, and it's powered by forces that are impossible to ignore.

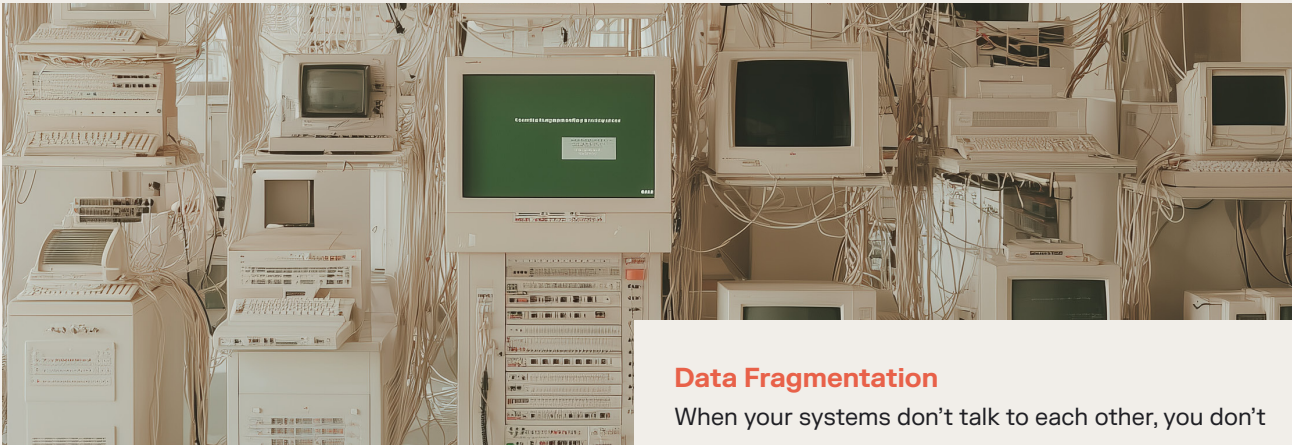
AI is disrupting traditional pricing models. Flat-fee subscription revenues are flattening as growth hits its ceiling. Competitors are innovating with value-based models that tie pricing directly to outcomes and actual usage. And customers are demanding something simple but fundamental: fairness, to pay for what they use and get, not for what they don't.

This isn't a trend. Over 80% of high-growth companies already measure value this way.

The problem? Most companies aren't ready for it.

+75%

of new digital products launching between 2026 and 2028 will use some form of usage-based or outcome-based pricing according to BCG and MGI research.



The Monetization Reality

Here's what happens when businesses decide to adopt usage-based pricing: they become usage-data dependent almost immediately, and their existing monetization infrastructure starts to crack under the strain.

Systems built for static, predictable subscriptions can't handle the real-time, high-volume, high-velocity nature of usage data. What you can't track, you can't price. And yet, 60–80% of enterprises say they plan to deploy usage-based pricing within two years, without the architecture to support it.

That mismatch between ambition and capability is where most monetization projects fail.

And when systems can't keep up, the pain spreads across the organization in four critical ways:

Data Fragmentation

When your systems don't talk to each other, you don't get a single source of truth for usage. Different teams see different numbers. Finance has one version, product has another, and operations has a third. Beyond being frustrating, it slows everything down. Without trusted, real-time data, innovation stalls, compliance risk rises, and confidence erodes.

Data Quality & Revenue Leakage

When your usage data isn't accurate or arrives late, revenue disappears. Customers dispute charges they don't understand. Your finance team gets buried in manual reconciliation and corrections. Analyst firms warn of what they call "data entropy", the collapse of data quality as usage volumes scale. MGI research found that AI systems amplify data errors 100× faster than humans can correct them, turning small inconsistencies into million-dollar revenue leaks. That is more than just expensive, it's a distraction from what actually matters: growing your business.

Complex Monetization Models

Without reliable, real-time data, launching new pricing models, bundles, entitlements, dynamic pricing, takes significantly longer. Companies that master real-time usage data reach market 30-50% faster. By the time you're ready, the market has moved. Your competitors are already there. Product and pricing teams lose visibility into real usage and cost-to-serve. Without trusted data, they can't design fair, profitable models or respond to shifting usage patterns.

Operational Scalability

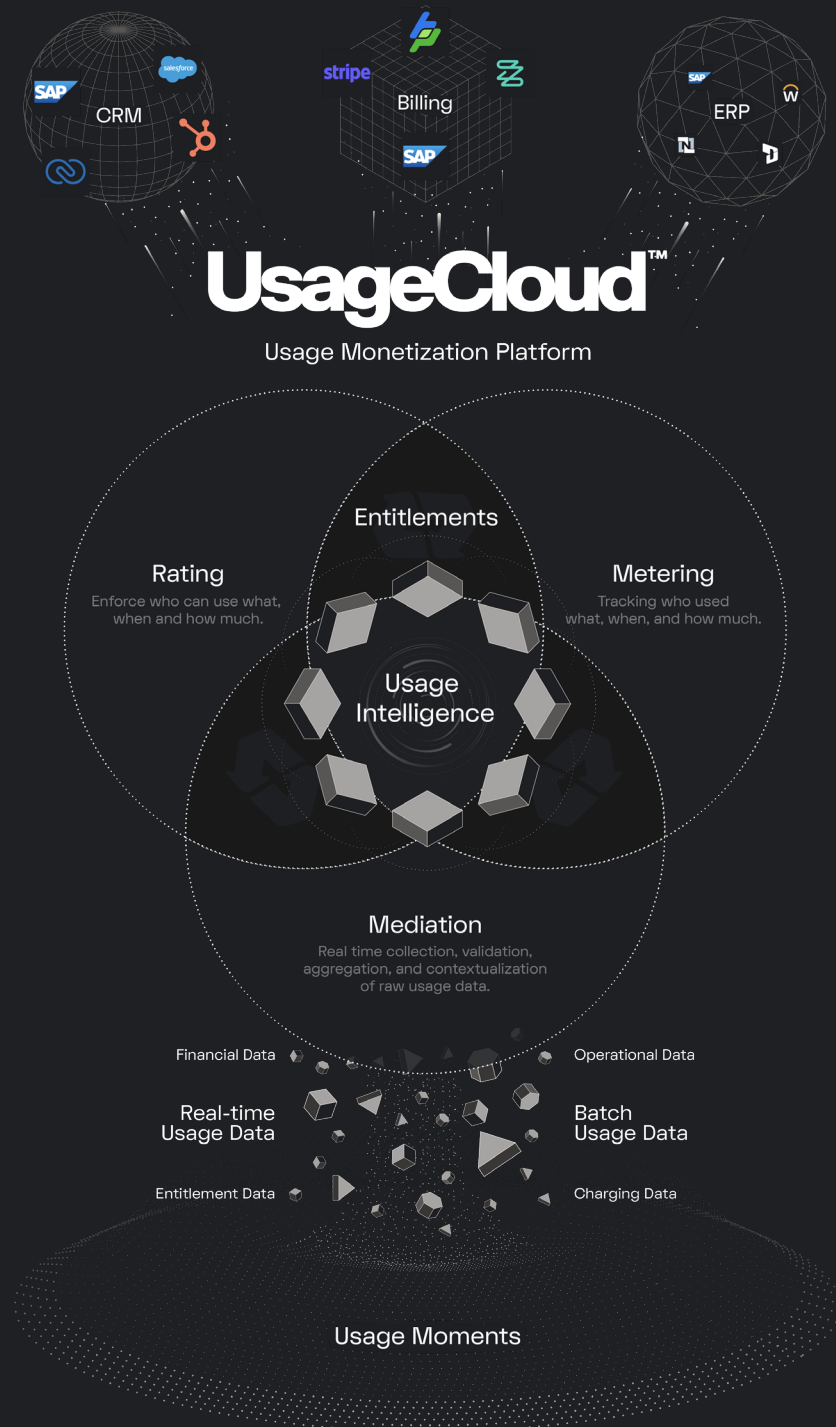
Scaling high-volume, high-velocity digital business models shouldn't require 3-5× more manual work. But without automation and trusted data, that's exactly what happens. Engineering and operations teams get buried under the weight of legacy code, endless reconfigurations, and integration chaos. Finance and RevOps struggle with forecasting, reconciliation, and compliance. Teams resort to endless spreadsheet work, buried in reconciliation, correction, and firefighting, work that limits your ability to capture new revenue streams. Many companies already monetizing usage face a different version of this problem. They rely on home-grown, rigid infrastructures that were once an advantage but are now a liability. They're costly to maintain, hard to scale, and slow to adapt. They've become system-slow, not business-agile.

THE BOTTOM LINE

Every monetization problem is, at its core, a **data problem**.

Without trusted, real-time usage data and intelligence, everything else—billing, revenue recognition, customer experiences, forecasting, even AI operations—eventually fails.





One Platform. Infinite Possibilities.

Most billing systems and data platforms weren't built for living usage monetization. UsageCloud™ is different—it's usage-native, purpose-built for the kind of high-velocity, high-volume data created every time someone actually uses your product, service, or AI feature. It combines real-time data processing, AI-powered intelligence, and finance-grade accuracy in a single, cloud-native solution.

Think of it as the intelligent usage data layer between your operational systems, business systems, and finance systems. It's modular, cloud-native, and designed to grow with you.



01. Real-Time Usage Data Management

Eliminates Data Fragmentation & Ensures Data Quality

It processes any usage data, from any source, in any format, and turns it into finance-grade data you can trust instantly. Whether it's coming from IoT devices, SaaS applications, networks, or older platforms, UsageCloud™ handles both batch and streaming data, decodes and standardizes it at the point of capture, and integrates with external systems to add the context you need.

Built-in validation and correction functions ensure only high-quality, finance-grade data flows into your billing, ERP, and finance systems. Transaction safety and detailed audit logging guarantee integrity, traceability, and compliance. This creates a single source of truth that eliminates data silos and prevents revenue from leaking out because of bad data quality.

02. Usage Tracking and Control

Enables Complex Monetization Models

Provides granular, real-time monitoring and enforcement of usage entitlements, consumption thresholds, and business rules. You can track who's using what, when, and how much, supporting complex product bundles, quotas, and access policies.

Automated enforcement prevents bill shocks and disputes. All events are logged for audit and compliance. This capability enables you to launch new pricing models, bundles, and entitlements in weeks instead of months, turning your monetization strategy into a real advantage.

03. Built-In Usage Intelligence

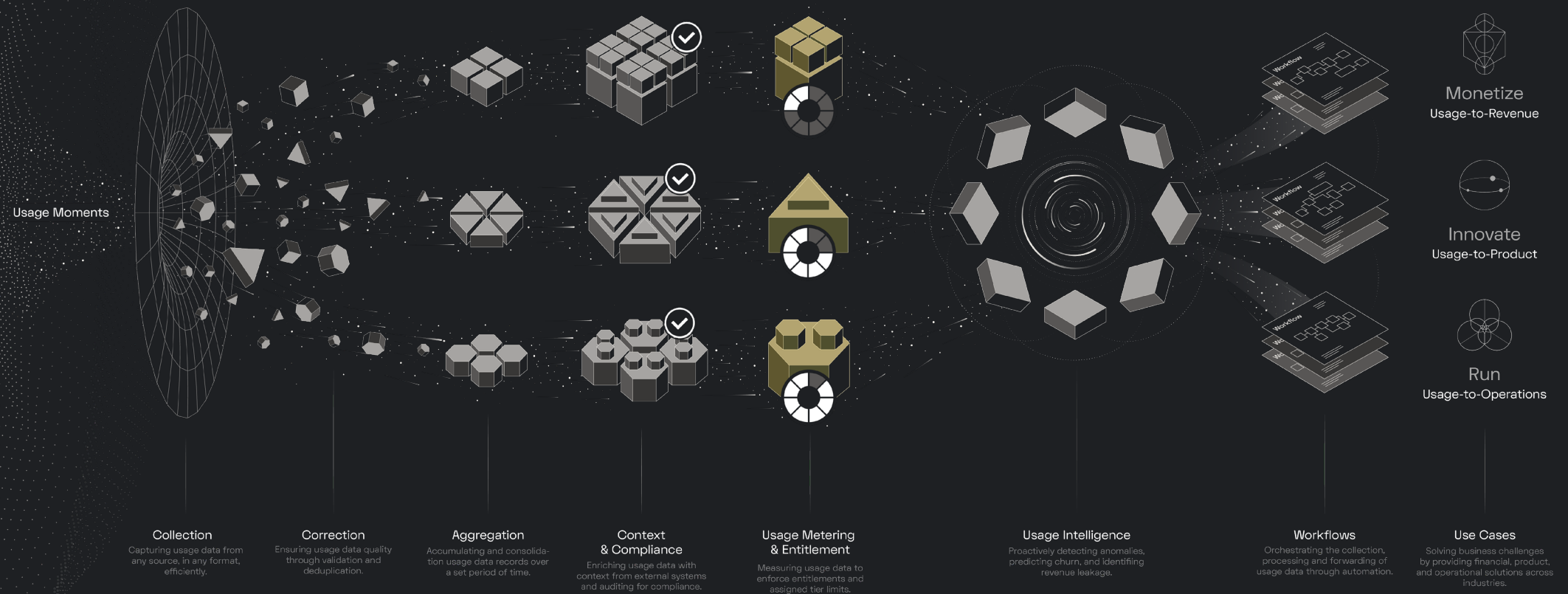
Drives Operational Scalability

Our intelligence isn't bolted on, it's built in. Applied AI works directly inside your data flow, not as a separate dashboard project. The platform provides AI-powered anomaly detection, and real-time operational insights, enabling proactive management and optimization. Dashboards and customizable audits offer transparency, while automation reduces manual intervention and accelerates billing cycles. All intelligence features operate within a secure, audited, and privacy-compliant environment. This intelligence layer enables operational scalability by automating processes that used to require manual intervention, allowing you to scale high-volume, high-velocity business models with confidence.

Core Functions

UsageCloud™ implements a structured, multi-stage pipeline that turns raw usage events, regardless of source or format, into actionable, finance-grade outputs: billable items, usage summaries, reconciliation reports, and sub-ledger entries.

Every step from data collection to monetization is automated, auditable, and optimized for scale, handling structured, semi-structured, and unstructured data across modern and older environments.



1. Data Collection

Connect to any source, handle any format

Connect to any data source, IoT sensors, applications, cloud platforms, service platforms, even mainframe systems. JSON, XML, CSV, binary files, logs, it handles them all. What used to take months of custom integration work now happens in days.

Real-time ingestion, decoding, and normalization happen at the point of capture, with format-specific adaptors and parsers to handle different schemas, encodings, and data models. Data arrives clean and ready, no manual cleanup, no conversion projects.

Supports both batch (file-based, scheduled loads) and streaming (API, event bus, message queue) data ingestion for maximum flexibility. You can start with existing batch processes and evolve to real-time monetization as your business demands, without re-implementing everything.

2. Data Correction

Fix errors automatically, before they cause problems

Automated detection and correction of anomalies, duplicates, and errors, regardless of input format or data structure. This dramatically reduces manual cleanup efforts and prevents costly billing errors that damage customer relationships and erode revenue.

Built-in validation functions and a UI for manual review give your teams control when needed, while automation handles most common data quality issues automatically. You get accuracy without operational bottlenecks.

3. Data Aggregation & Enrichment

Turn events into business context

Aggregates multiple usage events into summarized, finance-grade records, accelerating billing cycles and producing audit-ready reports that satisfy CFO and compliance requirements without manual reconciliation.

Enriches data by integrating with external systems (CRM, ERP), applying business logic, and binding usage customer and product master data: accounts, users, orders, and rate plans. This provides complete business context that enables pricing optimization, customer segmentation, and revenue forecasting based on actual usage patterns.

4. Usage Tracking & Metering

Know exactly who's using what, in real time

Real-time tracking of usage and outcomes supports entitlement management and enforcement across all data types and formats. This prevents revenue leakage from unbilled usage while enabling proactive customer engagement before quota breaches occur, avoiding bill shocks and turning potential disputes into upsell opportunities.

Accurate measurement and allocation for billing, charge-back, and resource optimization ensures fair and transparent cost allocation across departments, projects, or customers. You get the billing accuracy that modern buyers demand and auditors require.

5. Usage Record Forwarding

Feed your systems with clean, trusted data

Automated delivery of validated, trusted, finance-grade usage data to billing, ERP, analytics, and partner systems, with output formatting and mapping to meet downstream system requirements. This eliminates manual data transfers and significantly reduces order-to-cash cycle time.

Ensures compliance, reduces manual intervention, and streamlines order-to-cash (O2C) processes. Finance teams can close books faster, reduce revenue recognition delays, and maintain audit trails that satisfy SOX, GDPR, and industry-specific regulatory requirements.

UsageCloud™ empowers the teams driving modern monetization across your organization:



AI Monetizers

Product and pricing teams launching AI-powered features and turning AI capabilities into measurable business value. UsageCloud™ helps you monetize AI consumption fairly and profitably while enabling AI cost allocation and protecting margins from escalating AI costs.

Usage Adopters

Companies moving beyond first-generation subscription models to hybrid, usage-based, or outcome-based pricing. UsageCloud™ provides a reliable, fast path forward, enabling you to learn by iteration, not replacement, change that's effective, not excessive.

Monetization Stack Modernizers

Engineering teams and architects rebuilding outdated or home-grown infrastructures with standardized, automated, and scalable foundations. UsageCloud™ lowers TCO, accelerates adaptability, and enables frictionless process automation so your teams can innovate instead of maintain.

Usage Revenue Guardians

Finance and RevOps teams forecasting and managing fluctuating usage revenues with precision. UsageCloud™ ensures compliance, eliminates revenue leakage, and improves every step of your usage-to-cash process.

Whether you're at the beginning of your usage monetization journey or scaling globally, UsageCloud™ meets you where you are and grows with your needs.



Use Cases and Customer Scenarios

UsageCloud™ powers usage-based monetization across diverse industries and business models. Whether you're launching AI services with consumption-based pricing, changing revenue models, modernizing data infrastructure, or optimizing billing operations, UsageCloud™ provides the intelligent usage data foundation that turns strategic vision into operational reality.

The following scenarios demonstrate how UsageCloud™ addresses common challenges in usage-based monetization. They're based on typical patterns we see across industries and aligned with the platform's documented and proven capabilities.

AI Monetization. No Drama.

The Situation

A SaaS platform provider is launching AI-powered features and needs to support both consumption-based and outcome-based pricing. Their existing subscription billing system can't handle variable AI consumption pricing such as, API calls, tokens processed, GPU hours, or the workflow events that determine billable outcomes. Building custom metering and outcome tracking would delay go-to-market by months.

At the same time, their AI infrastructure costs are beginning to scale faster than revenue because they lack real-time visibility and control over AI usage and cannot reliably connect billable outcomes back to the underlying usage activity that produced them. They need to monetize AI consumption and AI-driven outcomes accurately, linking each billable result back to the underlying usage events, while preventing runaway costs from AI agents or potential abuse.

How UsageCloud™ Helps

Modern AI pricing increasingly includes outcome-based models, but even outcome pricing depends on reliable usage events that prove how the outcome was generated.

UsageCloud™ enables rapid AI monetization without replacing existing systems:

- **Launch AI offerings fast:** Deploy consumption-based and outcome-based AI pricing models in weeks instead of months, feeding your existing billing, ERP, and finance systems with precise, finance-grade usage data for accurate billing, revenue recognition, reconciliation, and revenue sharing.
- **Meter and control AI usage in real time:** Track multi-dimensional AI activity including, tokens, requests, GPU seconds, model training hours, and workflow events that enable consumption-based and outcome-based pricing models, with granular entitlement enforcement preventing quota breaches and enabling graduated pricing tiers across users, products, and pricing models.

- **Protect margins proactively:** AI-powered anomaly detection identifies unusual consumption patterns, runaway batch jobs, potential abuse, before they impact costs, enabling proactive cost control and margin protection to maintain profitability.

Key Capabilities Demonstrated

- Real-time ingestion from APIs, cloud services, and service platforms
- Multi-dimensional metering supporting complex AI usage metrics (tokens, API calls, GPU seconds, workflow events, and usage signals that support outcome-based pricing)
- Entitlement enforcement with threshold-based alerts and automated quota management across usage streams.
- AI-powered anomaly detection for cost control and consumption monitoring

Business Impact

- Faster time-to-market for AI-augmented products
- Real-time cost visibility preventing margin erosion from uncontrolled AI consumption or automated AI workflows.
- Automated quota management reducing customer disputes and bill shock incidents
- Finance-grade data supporting accurate AI revenue recognition and cost allocation.

Revenue Model Transformation No Waste.

Move to usage-based, hybrid, or outcome-based monetization without ripping and replacing your billing or ERP systems.

The Situation

A B2B SaaS platform sold annual subscriptions based on user seats and product tiers for years. But fixed pricing was starting to limit growth as customer usage patterns became more varied, so the company needed to shift to consumption-based pricing, charging for actual API calls, data processed, and analytics consumed.

But their billing infrastructure couldn't handle variable usage, their data pipeline had significant latency, and revenue leakage from unbilled usage was substantial. The change required modernizing their monetization stack without disrupting hundreds of existing customer contracts or forcing a costly billing system replacement.

How UsageCloud™ Helps

UsageCloud™ supports a gradual shift to usage-based monetization by building on existing systems:

- **Power existing billing without replacement:** Supply unified, accurate usage data to existing billing platforms or ERP invoicing systems, enabling usage-based pricing models without costly system replacement or disruption to current operations.
- **Track usage flexibly:** Meter usage across customers, products, and pricing models, leveraging validation, aggregation, and customer correlation to support complex monetization without engineering-heavy billing system rewrites.
- **Launch new models rapidly:** Build usage workflows and meters through an intuitive low-code interface and standard APIs to test, adapt, and scale new products and monetization strategies faster.

Key Capabilities Demonstrated

- Multiple data ingestion methods including file transfer, message queues, and APIs, supporting gradual migration from older batch processes
- Data enrichment integrating CRM, product catalog, and financial system data for context-aware correlation and aggregation
- Revenue protection through transaction safety, duplicate detection, and audit logging
- Flexible delivery of processed usage data to external billing and financial systems

Business Impact

- Growth supported by aligning pricing more closely with actual customer usage
 - Faster, lower-risk adoption of usage-based monetization by building on existing systems instead of replacing them
 - Revenue leakage and unpaid overages reduced through automated capture, correction, and validation
- New pricing models launched faster through low-code workflows and APIs.

Infrastructure Modernization No Limits.

Replace rigid, home-grown monetization infrastructure with standardized, proven technology that scales at the speed of business.

The Situation

A high-growth SaaS company built a home-grown usage tracking system years ago, once their advantage, now a liability. Adding new pricing metrics required months of development work, the system couldn't scale with business growth, and senior engineers spent most of their time on maintenance instead of product innovation.

Manual data reconciliation consumed significant finance team resources each month, errors in usage data caused frequent customer disputes, and the engineering team was stuck maintaining old systems instead of building new capabilities.

How UsageCloud™ Helps

UsageCloud™ replaces fragmented, home-grown systems with enterprise-grade infrastructure:

- **Decouple from brittle systems:** Implement an intelligent usage data layer that processes data in real time with automated validation and correction, enabling engineering teams to shift from fixing issues to building the future while detecting problems early and innovating at business speed.
- **Eliminate data entropy and revenue leakage:** Automated validation and AI-powered data correction stop errors from reaching billing systems, catching issues before they reach invoices and significantly reducing revenue leakage while dramatically improving customer satisfaction.
- **Innovate faster:** Configure new usage workflows, meters, and pricing models through visual low-code interfaces in days instead of months, without extensive development work, billing system changes, or the risk of breaking existing monetization processes.

Key Capabilities Demonstrated

- End-to-end automation from data collection through billing system delivery
- AI-powered data quality management with automated workflows
- Pre-built integrations with leading billing, ERP, and CRM platforms
- Real-time APIs enabling operational dashboards
- Comprehensive audit capabilities supporting revenue assurance and regulatory compliance

Business Impact

- 20-30% reduction in total cost of ownership through modern, decoupled architectures with lower maintenance, fewer integrations, and faster releases
- Engineering teams reallocated from maintenance to product innovation and revenue-generating features
- Significant reduction in manual data correction and reconciliation work
- New monetization models and pricing experiments launched significantly faster with lower risk.

Revenue Assurance No Leaks.

Strengthen revenue operations with auditable, compliant data that creates a single financial truth across complex usage-based business.

The Situation

An enterprise SaaS company with complex usage-based pricing, per-user seats, API calls, storage consumption, compute hours, faced operational chaos in their revenue operations. Manual reconciliation consumed significant finance team resources monthly, frequent invoice disputes occurred due to usage data discrepancies, and lack of real-time visibility prevented proactive customer engagement before quota breaches.

Their home-grown tracking system had become a bottleneck, adding new pricing metrics took months of development, and finance teams couldn't trust the data for accurate forecasting, revenue recognition, or compliance reporting.

How UsageCloud™ Helps

UsageCloud™ transforms usage revenue operations with automated, audit-ready processes:

- **Automate compliant revenue recognition:** Supply accounting processes with trusted, finance-grade data that supports SOC2, IFRS, and ASC 606 revenue recognition standards, eliminating manual reconciliation work and accelerating financial close cycles while maintaining full audit trails.
- **Create a single source of financial truth:** Unify usage data from multiple systems, billing platforms, CRM, product analytics, infrastructure monitoring, into a single source of truth for billing, reconciliation, revenue sharing, and financial reporting, ending conflicting reports and version control challenges.
- **Monitor and protect revenue proactively:** AI-powered anomaly detection enables finance teams to monitor revenue patterns, detect leakage and fraud early, and take corrective action before quarter-end, changing reactive firefighting into proactive revenue management.

Key Capabilities Demonstrated

- Comprehensive audit APIs supporting revenue assurance and regulatory compliance
- Real-time data validation and correction preventing billing errors before they reach customers
- AI-powered anomaly detection for revenue protection and variance identification
- Pre-built connectors to billing systems, ERP platforms, and data warehouses
- Automated workflows handling data quality issues without manual intervention

Business Impact

- 5-10% lower cost-to-bill through end-to-end automation and elimination of manual processes
- 50-70% reduction in revenue leakage and unpaid overages through comprehensive capture and validation
- Significant reduction in manual reconciliation work, freeing finance teams for strategic analysis and forecasting
- Real-time revenue visibility enabling proactive customer engagement, accurate forecasting and automated compliance.



UsageCloud™ is available as a fully managed, multi-tenant SaaS offering, Public Edition or as a Private Edition for deployment in customer-managed environments. The SaaS offering is hosted by DigitalRoute on AWS with built-in high availability, automated operations, and certified security and compliance controls, significantly reducing operational overhead for customers. For organizations that must deploy within their own cloud or data center due to specific regulatory, data residency, or network integration requirements, Private Edition delivers similar core capabilities in a customer managed environment.

SaaS Deployment

Multi-tenant cloud service hosted on AWS with ISO 27001, SOC 1 Type II, and SOC 2 Type II certifications. Fully managed infrastructure eliminates operational overhead while integrating with existing billing and ERP systems, no rip-and-replace required. UsageCloud™ augments your current monetization stack. Start with a trial providing full platform access to validate fit before committing.

Low-Friction Onboarding

Visual low-code platform with drag-and-drop workflows and real-time data preview eliminates coding complexity. Pre-built templates for common use cases, AI monetization, SaaS pricing changes, video streaming, printing as a service, organized by complexity level (Beginner/Intermediate/Advanced), accelerate implementation from months to days.

Embedded AI assistant provides 24/7 configuration support with natural language guidance, while comprehensive tutorials and step-by-step usage metering guides support self-service learning.

Dedicated enablement support including product training for your teams, use-case design workshops for operational users, and best-practice sharing from our Center of Excellence, is available on request to accelerate adoption and scale usage confidently.

Incremental Adoption

Start small with a single product line, use case, or market, then scale progressively as needs evolve.

Keep your billing and ERP systems: UsageCloud™ is the intelligent usage data layer that sits between your existing systems, billing, ERP, CRM, and your usage-generating applications, making all your downstream systems usage-ready. No replacement. No disruption. Just better data flowing into the systems you already trust.

Fast time-to-value: Deploy with pre-built templates and low-code workflows. Teams test, launch, and scale new models twice as fast with trusted real-time data.

Lower risk, lower cost: Modernize monetization infrastructure without costly rip-and-replace projects or business disruption.

Extensible Architecture

Dual-mode data ingestion: Supports both batch and streaming data with dual-mode processing for gradual migration from older systems.

Pre-built connectors: Seamless integration with leading billing platforms (including Zuora), ERP systems (including SAP), CRM platforms, and cloud infrastructure.

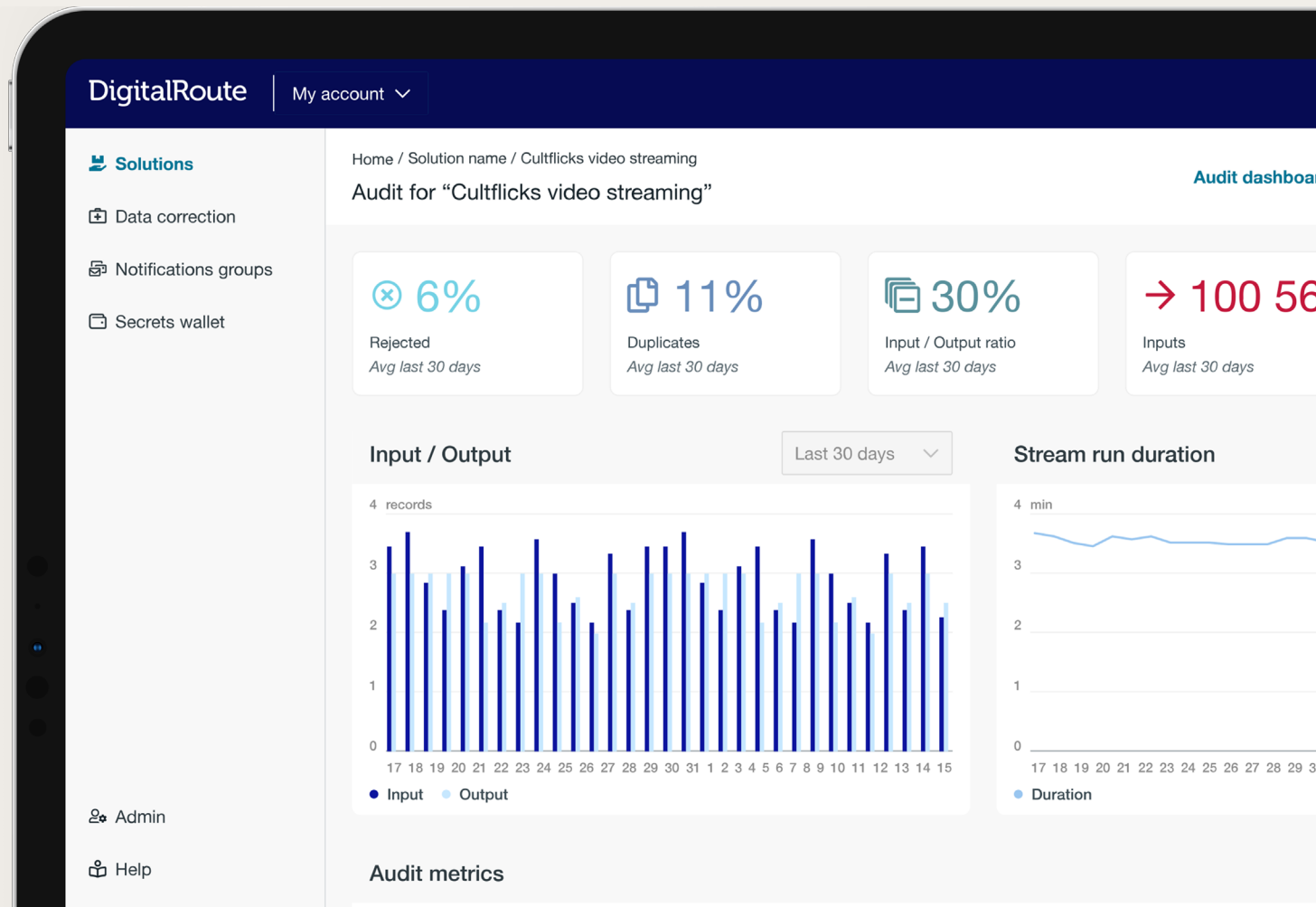
Flexible workflows: Customizable workflows, real-time APIs, and comprehensive audit capabilities.

Service Model, Onboarding, and Operations

UsageCloud™ is engineered for operational excellence and business agility at scale. The platform's service model is built on decades of experience delivering mission-critical data infrastructure to the world's most demanding enterprises. From rapid onboarding to automated recovery, every operational process is designed to minimize risk, maximize uptime, and empower teams to focus on innovation rather than maintenance.

- **Rapid onboarding** with DigitalRoute preparing and activating customer accounts.
- **Frequent automated backups**, including 15-minute backups for authorization data and hourly backups for core service components, with defined retention and disaster recovery policies for business continuity.
- **Incident management:** Uptime monitoring and real-time notifications for stream execution and failures.
- **Transaction Safety:** Guarantees data integrity and recovery in case of system/network failure, with automatic rollback and resume from last successful transaction.
- **Audit management:** Usage and stream audits, customizable audit API, and graphical dashboards for transparency and compliance.

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Security, Privacy, and Compliance

Security and compliance are foundational to DigitalRoute. UsageCloud™ is designed to meet the highest standards for data protection, operational transparency, and regulatory adherence, ensuring that every usage event is processed, stored, and transmitted with uncompromising integrity.

The hosting environment complies with ISO 27001, SOC 1 Type II, and SOC 2 Type II industry standards for security and integrity, ensuring industry-leading protection and operational controls. UsageCloud™ empowers customers to maintain control and visibility, while DigitalRoute provides robust, certified safeguards at every layer.

Security controls:

- Role-based access control, audit logging, and (AWS KMS, FIPS 140-2 hardware modules)
- Centralized configuration and secrets management via Global parameters, with values stored in AWS Parameter Store and encrypted based on sensitivity level
- OAuth2 support for secure API integrations
- Tenant isolation preventing cross-tenant data exposure

Compliance model:

Where customers use UsageCloud™ to process personal data of individuals in the EU/EEA, DigitalRoute acts as a data processor under GDPR in accordance with the applicable Data Processing Agreement (DPA).

Customers remain responsible for ensuring that their data ingestion, configurations, and usage scenarios comply with GDPR and other applicable privacy laws. UsageCloud™ provides the technical safeguards, including encryption, access controls, audit logging, and tenant isolation required to support customers compliance obligations.

- Shared responsibility model for security and privacy; end-users are responsible for compliance, configuration, access control and completeness and accuracy of the data delivered to UsageCloud, for processing
- Workflow logs retained for 90 days; privacy and data handling are configurable by the customer
- PII encryption and role-based access controls with full audit trails.

Key Features and Capabilities

UsageCloud™ delivers a comprehensive feature set that enables enterprises to unify, automate, and monetize usage data at scale. Every capability is designed to accelerate time-to-value, reduce integration friction, and provide the flexibility required for modern, data-driven business models.

Feature	Description
Low-Code Development Environment	Intuitive graphical interface with pre-built adaptors and modular streams accelerates solution design and deployment. Version control ensures safe updates to designed solution without loss of configuration or data.
Flexible Integration	Supports batch and streaming data, REST APIs, and connectors for ERP, CRM, and billing systems.
Extensible Architecture	Customizable workflows, scalable to handle complex, high-volume data environments.
Automated Data Quality Management	Built-in validation, correction, and enrichment functions ensure and improve data integrity at every stage.
Proactive Usage Intelligence	AI-powered anomaly detection for operational and financial optimization.
Comprehensive REST APIs	Standard APIs for seamless connectivity and operability with billing, ERP, CRM, and product catalogs. Create and manage meters and workflows without heavy development work.
Real-Time Metered Data Access	Secure API endpoints deliver accurate, up-to-the-moment usage information. Instant visibility into consumption across all systems.
Flexible Workflow Integration	APIs adapt to your existing tech stack and workflows, from customer portals to subscription management systems.
OAuth 2.0 Security	Enterprise-grade authentication with configurable scopes and bearer tokens. Control exactly what each integration can access.

Note: Feature availability depends on your UsageCloud™ Public Edition (Cloud Edition) service tier. Contact DigitalRoute to confirm included features.

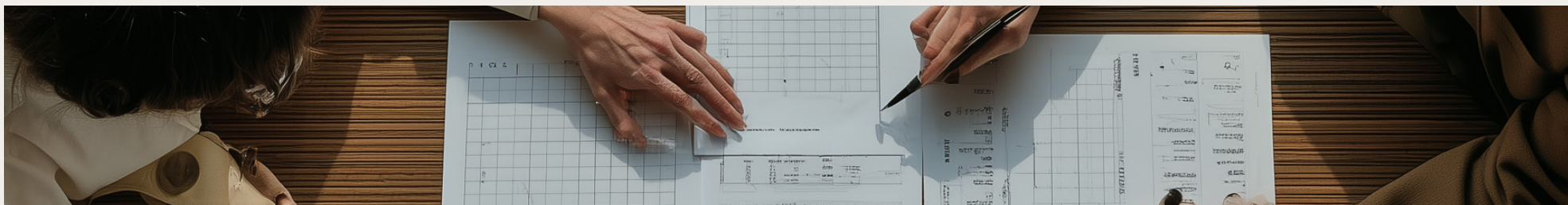
Benefits and Business Outcomes

Here's what actually happens when you fix your usage data foundation.

Every challenge in usage monetization, slow innovation, brittle systems, fragmented financial truth, traces back to one cause: unreliable or delayed usage data.

The moment that foundation is fixed, results follow. With real-time, intelligent usage data at the core, companies move faster, spend less, and operate with confidence.

Across industries the pattern is consistent: innovation accelerates, costs fall, and revenue assurance strengthens.



Product & Pricing From Guesswork to Confidence

For product and pricing teams, usage visibility turns monetization into a growth engine. With trusted real-time data, they test, launch, and scale new models twice as fast. Usage-based strategies drive four-times higher growth than static seat pricing. Seeing value in use means pricing with precision, and precision fuels growth.

What changes:

- Launch new pricing models and AI features in weeks instead of months
- Test and adapt bundles, tiers, and entitlements without engineering bottlenecks
- Make pricing decisions based on actual usage patterns, not assumptions
- Respond to market shifts and customer demand in real time

Engineering & Operations From Maintenance to Momentum

For engineering, intelligent usage infrastructure replaces friction with flow. Modern, decoupled architectures cut monetization costs through lower maintenance, fewer integrations, and faster releases. Teams move from fixing issues to building the future, detecting problems early and innovating at business speed.

What changes:

- Stop maintaining home-grown systems and focus on product innovation
- Automated data quality management catches errors before they become billing problems
- Configure new workflows and meters through visual interfaces, not code
- Scale to billions of events without architectural rewrites or infrastructure drama

Finance & RevOps From Fragmentation to Financial Truth

For finance, real-time usage truth changes everything. Revenue leakages and unpaid overages drop. Forecasting becomes proactive, compliance effortless, and reconciliation automated. Finance shifts from chasing accuracy to owning it.

What changes:

- Single source of truth eliminates conflicting reports and manual reconciliation
- Automated audit trails satisfy SOX, GDPR, and ASC 606 requirements without manual work
- Close books faster with finance-grade data directly into ERP and accounting systems
- Detect revenue leakage and anomalies before they hit financial statements

ORGANIZATION-WIDE IMPACT FROM SILOS TO SHARED INSIGHT

With one intelligent usage foundation, every team sees the same truth. Product tracks demand, engineering tracks impact, and finance tracks revenue, all in real time. Decision cycles shrink, collaboration strengthens, and monetization agility becomes second nature.

What changes:

- Cross-functional teams work from the same data
- Real-time visibility into usage, costs, and revenue across the entire organization
- Faster decisions based on trusted data, not fragmented spreadsheets
- Customer disputes drop dramatically when everyone works from accurate, transparent usage data



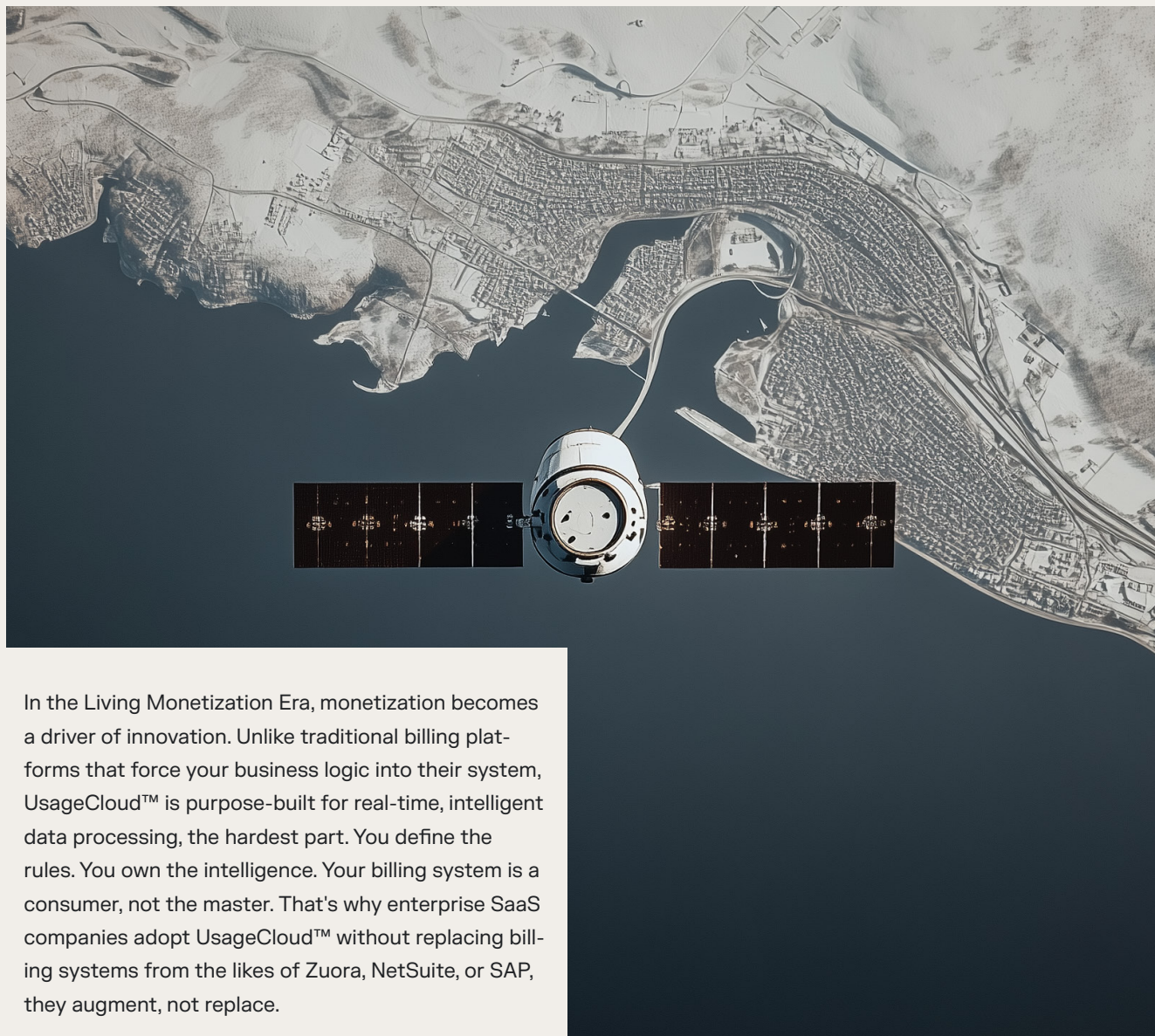
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We've Spent 25 Years Mastering This

It began more than twenty-five years ago, when telecoms needed to make sense of billions of usage events and nobody knew how. We built technology that turned chaos into clean, trusted, finance-grade data, and made it so reliable that the world's leading telcos still trust their revenue-critical data to our technology decades later.

Today, we serve more than 400 enterprises, the usage monetization leaders and pioneers across SaaS, AI, cloud infrastructure, mobility, media, and entertainment. Our platform processes over 50 billion usage events daily with finance-grade accuracy, precision to the cent, and zero downtime. That's proven at the world's most demanding scale.

DigitalRoute



In the Living Monetization Era, monetization becomes a driver of innovation. Unlike traditional billing platforms that force your business logic into their system, UsageCloud™ is purpose-built for real-time, intelligent data processing, the hardest part. You define the rules. You own the intelligence. Your billing system is a consumer, not the master. That's why enterprise SaaS companies adopt UsageCloud™ without replacing billing systems from the likes of Zuora, NetSuite, or SAP, they augment, not replace.

We Handle the Hardest Data There Is

We've spent over twenty-five years mastering real-time usage data. While others wait for clean inputs, we handle it raw and in motion, collecting, correcting, and contextualizing instantly.

We pioneered Intelligent Usage Data Mediation, the category that underpins modern usage monetization stacks. Analysts call it "continuous monetization motion", the ability to capture, interpret, and act on usage data at enterprise scale. That's what makes us different.

With ISO 27001, SOC 1 Type II, and SOC 2 Type II certifications, enterprise-grade security, and a 25-year record of reliability, we've proven our value in the world's most demanding environments, from global enterprises to agile SaaS innovators.

As complexity grows, so does our value.

Intelligence That's Built In, Not Bolted On

Our intelligence isn't added afterward, it's embedded in the data flow. UsageCloud™ features applied AI that works directly inside monetization processes with AI-powered anomaly detection built into the platform. This enables:

- Product teams to analyze usage patterns and monitor adoption trends
- Engineering teams to detect anomalies and auto-correct data issues before problems occur
- Finance teams to monitor revenue patterns, detect leakage, and automate reconciliation with precision

Category-Defining Innovation

We pioneered Intelligent Usage Data Mediation, the category that underpins modern usage monetization stacks. Before we named it, companies were stuck building custom solutions or forcing billing systems to do work they weren't designed for.

UsageCloud™ stands as the #1 Intelligent Usage Data Platform, enabling what analysts call "continuous monetization motion", the ability to capture, interpret, and act on usage data at enterprise scale. It's the intelligent layer between your systems of record and your systems of engagement, making everything usage-ready without disruption.

Any Source. Any Format. Any Scale.

Partnership you can trust

Technology alone doesn't create change, trust does. The DigitalRoute Method ensures lean, collaborative, and effective change that delivers measurable outcomes while empowering your team, not making it dependent.

We collaborate with a broad ecosystem of technology partners.

Select strategic partnerships include:

- SAP: Native integration with SAP Convergent Invoicing and SAP HANA Cloud for both Public and Private Edition customers.
- AWS: Both the Public and Private Edition are available on the AWS Marketplace, enabling simplified procurement, AWS credits usage, and seamless integration with AWS infrastructure.

These partnerships provide flexible deployment options across cloud-native SaaS, marketplace procurement, and managed dedicated infrastructure.



What Comes Next

Our work spans both the immediate challenges and the next phase of usage monetization.

UsageCloud™ is evolving from the #1 Intelligent Usage Data Platform into a complete, end-to-end Usage Monetization Platform. We're embedding dynamic business and pricing logic directly into the platform, making it a one platform all you need for converting usage to billable items.

Our vision includes autonomous usage monetization operations with real-time AI Agents that sense what's happening, forecast usage demand patterns, propose pricing updates, and automatically optimize performance, to support fast, informed strategic decisions by your product, finance, and engineering teams. As part of our product roadmap, we are developing advanced usage forecasting capabilities designed to help product, engineering, and finance teams anticipate future usage and demand patterns, reduce the risk of unexpected cost spikes, and better support revenue planning. These roadmap items are directional and may evolve as we learn together with our customers and partners.

This is the future of monetization: continuous, adaptive, and alive. And we're building it together with our customers, partners, and the innovators leading this shift.

The shift to usage-driven monetization is happening, whether you're ready or not.

The question isn't if you'll need intelligent usage data. It's when you'll stop letting bad data slow you down.

DigitalRoute

We can help you understand where you are today and what the path forward looks like, no pressure, no generic demos. Just a real conversation about your business, your challenges, and whether UsageCloud™ is the right fit.

Contact us for a technical consultation, we'll show you how UsageCloud™ works with your existing systems and what it takes to get started.

Request a demo, see the platform in action with use cases that match your business model and monetization goals.



Contact Information
DigitalRoute
www.digitalroute.com
info@digitalroute.com

TECHNICAL APPENDIX

(For Architecture & Engineering Teams)

Scope: The following technical specifications apply to **UsageCloud™ Public Edition (SaaS deployment)**. For Private Edition technical specifications, including customer-managed infrastructure requirements, and single-tenant configuration options, please contact DigitalRoute.

Deployment & Architecture	
Infrastructure	Cloud-hosted on Amazon Web Services (AWS)
Service Delivery	Delivered to customers as a SaaS
Multi-Tenancy	Account-level data isolation
High Availability	Real-time streams execute continuously with automatic failover
	Transaction rollback and restart at failure point without data loss
	Uptime SLA: 99.9%
	Service Credits: Yes
	Reporting: Once per quarter

Disaster Recovery
Cross-region replicated backups and regional failover capabilities are included as part of the managed SaaS service.
Primary and secondary AWS regions are used in both Europe and the US, enabling failover in the event of a regional outage.
In the unlikely event of a permanent loss of the primary region, operations are restored from the backup region, with a potential service interruption during infrastructure reconfiguration and restore.
Europe Disaster Recovery Location: Germany, Frankfurt (eu-central-1)
Europe Backup Location: Ireland (eu-west-1) and Germany, Frankfurt (eu-central-1)
US Disaster Recovery Location: US, Ohio (us-east-2)
US Backup Location: US, N.Virginia (us-east-1) and Ohio (us-east-2).

Backup & Retention

Authorization data (user credentials): backed up frequently, with retention on the order of ~90 days for current backups.

Core service data used by UsageCloud for processing (e.g., configuration and operational state): backed up regularly with short operational retention to support recovery.

Logs and operational telemetry (such as stream and activity logs): retained by default for approximately 90 days, with an additional short non-current retention window.

All backups are cross-region replicated. Detailed retention matrices are available in the product documentation for customers with specific regulatory requirements.

Service Objects covered by Availability SLA The 99.9% availability SLA applies to: Cloud Edition Stream Execution

Security & Compliance

Certifications	ISO 27001:2022 (certified 2018, annual re-audits)
	SOC 1 Type II (certified January 2025, 12-month operational audit)
	SOC 2 Type II (certified January 2025, 12-month operational audit)
	ISO 9001:2015 Quality Management (certified 2020)
Security Standards	OWASP Top 10 compliance with routine penetration testing
	AWS Key Management Service (KMS) with automatic key rotation
Authentication	OAuth 2.0 (RFC 6749 compliant)
	SSO via SAML/OpenID (Okta, Azure AD, Google Workspace, Ping, Federate, ADFS, Active Directory / LDAP)
	NIST-compliant password policies (min 8 characters, complexity)
Access Control	Role-based (Admin, User, Guest)
	Account-level secrets isolation

Data Privacy and Retention	
Customers responsibility	Customers control data governance, classification, and compliance with applicable privacy regulations (including GDPR) for configured scenarios
Data retention (operational/non-PII):	Stream audit logs: 30-day retention
	Usage audit logs: 180-day retention
	Correction data: 6-month retention
PII-containing data:	Stream logs (may contain PII): retained for 90-days; earlier deletion available upon request
	Meters, aggregation sessions, Usage Intelligence data: customers control which data is processed and can request deletion in line with their privacy requirements.
	Usage Intelligence: Training data and models 24 months, Input and pre-processed data 30 days
	All PII encrypted at rest and in transit (AES-256) with tenant isolation

Technical Requirements	
Client Access	Web browser: Google Chrome (officially supported browser)
	Recommended resolution: 1920px horizontal
API Access	OAuth 2.0 Client ID and Secret
	Application Access configuration via Admin panel
Infrastructure	Cloud-based, fully managed service

Integration Capabilities	
Pre-Built Integrations	Billing/ERP: Including Zuora, Salesforce, SAP (Component Convergent Invoicing of solution SAP S/4HANA Cloud Public Edition, contract accounting and invoicing), GoTransverse
	Cloud Storage: Including Amazon S3, Azure Blob Storage, Google Cloud Storage
	Data Warehouses: Including Snowflake, SAP HANA Cloud
	Messaging: Including Kafka, Email
	For a complete current list of available integrations, contact DigitalRoute.
Protocols	REST API, SFTP, HTTP/HTTPS, SOAP, JDBC, Kafka
Data Formats	CSV, JSON, XML and Excel
	Compression: ZIP, gzip, zlib (auto-decompression)
API Architecture	RESTful with OpenAPI specification
	OAuth 2.0 Client Credentials flow
	Token validity: 1 hour

Performance & Reliability	
Accuracy	Finance-grade accuracy with automated validation and correction
	Configurable validation rules (UI or JSON Schema) to verify data accuracy
	Failed records automatically routed to Data Correction for review and reprocessing
Transaction Safety	Configurable delivery guarantees with automatic rollback/recovery
	Exactly-once delivery (default) for core functions: Amazon S3, SFTP, Interconnect collectors/forwarders, Data Aggregator, Deduplicate, Data Correction
	Automatic rollback on stream failure with restart from last successful transaction
	Transaction state persisted for up to 40 days for recovery
	At-least-once delivery for functions such as Email Attachment and Log; overall guarantees depend on how streams are designed and which external systems/protocols are used

Performance & Reliability	
Scalability	Small business to enterprise (reference: 400+ billion events/day)
	Average latency: ~60 seconds end-to-end
	Real-time streams: Continuous processing of the data with maximum 60 seconds latency.
	Batch streams: Configurable transaction batch sizes (100-1,000 files recommended)
	High availability: Real-time streams execute continuously; batch streams support scheduled execution
	Performance optimization via Throttle functions, where permitted TPS (transactions per second) per stream can be configured
API Rate Limits	For detailed, up-to-date API rate limits, see the public API documentation at api.digitalroute.io
Service Level Agreement (SLA)	Uptime SLA: 99.9%
	Minor Deviation: < 99.75% uptime
	Major Deviation: < 99.0% uptime
	Service Credits: Yes
	Reporting Frequency: Once per quarter
	The SLA covers the stream execution
Support & Documentation	
Support	24/7 support portal: https://digitalroute.my.site.com/s/
	SLA Target: 99.9% uptime
	Service Credits: Yes
	SLA Reporting: Once per quarter
Documentation	Comprehensive API documentation with OpenAPI spec
	Built-in AI Assistant
	Tutorial streams and examples

**Product documentation
on InfoZone:**



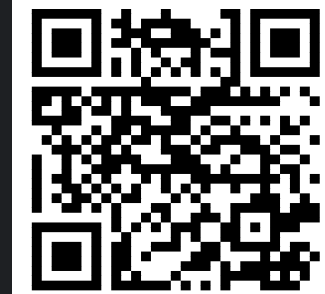
**For technical
consultation:**



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