

How Herotel streamlined customer subscription billing with ZoneBilling



Herotel, a telecommunications company, struggled to work efficiently when it had around 20 separate instances of the same billing system across company branches. Anytime Herotel had updates to pricing models, it had to implement those changes for each instance.

When integrating its Corteza CRM operations with NetSuite, Herotel needed a SuiteApp solution that supported billing automation and multiple products and subscriptions per customer. That's where Zone & Co's ZoneBilling came in. As a NetSuite-native application, ZoneBilling eliminated the manual work Herotel's Customer Accounts and Finance teams had to do during its billing cycle and streamlined its billing operations.

Herotel is a telecommunications company that owns its fibre and wireless network infrastructure and provides internet access to homes and businesses.

www.herotel.com

Industry: Telecommunications

Headquarters: South Africa

Company size: 1,500

Customer since: November 2023




Products: ZoneBilling

Integrated software: NetSuite

Involved teams: Systems,

Customer Accounts, Finance

Key outcomes:

-  **Scalable** billing systems
-  **20 instances** of billing systems reduced to one global platform
-  **Increased data integrity** and insights

The challenge: Multiple billing processes slowing teams down

As the business scaled, billing cycles required human intervention across company branches. Herotel's customer, finance and business teams experienced disjointed processes with no strategic insights on usage data, duration or costs for its products.

Beyond operational friction, a larger issue emerged: How do you manage a growing customer base without automation?

- **Manual processes:** Daily and monthly billing depended on human execution, increasing the risk of delays and limiting capacity for growing transaction volume and customer base.
- **Disconnected systems:** With fragmented billing operations and no centralized structure, teams lacked consolidated insight into subscription usage, duration and product-level costs. Reporting was operational, not strategic.



We previously operated around 20 separate instances of the same system for different company branches. Any system changes had to be implemented across all instances, which was inefficient.

Carla van den Berg
Business Systems Analyst, Herotel

The solution: A global billing system to eliminate manual work and scale with growth

Herotel eliminated repetition across multiple instances to support planned growth by implementing ZoneBilling as a global billing platform. No more manual, repetitive work. No updating subscription logic or product tweaks across nearly 20 instances. Just frictionless finance that supports growth.



Global billing platform: Now Herotel operates with confidence that its pricing model, product and subscription logic updates are implemented across all instances and customer accounts. No more revenue leakages or mismatched reporting across branches.



Automation and simplified workflow: Automated daily and monthly billing runs remove the need for manual intervention. This new structure shifted the team from keying in data across many instances into one unified process.



We no longer need to repeat the billing process across multiple instances; it is now a single, unified process. Additionally, standard billing operations no longer require human intervention, as they are fully managed by automation.

Carla van den Berg
Business Systems Analyst, Herotel



The results: A centralized billing platform with ZoneBilling

ZoneBilling consolidated 20 instances of billing platforms across branches into a single NetSuite-native solution. Before, a single product or pricing update had to be implemented across multiple systems. Now, Herotel manages those changes from a single platform.



Stronger data integrity: ZoneBilling reduced manual billing errors such as incorrect entries, inconsistent calculations and avoidable discrepancies, improving billing accuracy across subsidiaries.



Better reporting and forecasting: Cleaner billing data gave the team more reliable reporting, sharper forecasting and stronger visibility for decision-making.



Faster billing operations: Automation shortened the time spent generating subsidiary invoices and processing payments, helping the team manage billing volume more efficiently.



Lower operational cost: By cutting back on manual billing work, Herotel reduced the time and internal effort required to run the process.



The solution enables us to grow and implement changes more quickly by providing a single platform for all branches.

Carla van den Berg

Business Systems Analyst, Herotel

NetSuite-native billing automation that **scales with business growth** and eliminates repetitive work

Herotel's implementation of [ZoneBilling](#) demonstrates how companies can unlock scalability with billing processes that are unified in one platform – not scattered across fragmented systems. By consolidating multiple billing systems, Herotel eliminated manual, repetitive work, reduced operational strain and automated daily and monthly billing cycles.

But the results aren't just about making finance and customer teams' work easier. It's about creating the framework for scaling a growing customer base without multiplying effort or complexity.

Learn how you can transform your billing operations in NetSuite by [scheduling a demo](#) to see how Zone can improve workflows, streamline subscription logic updates and simplify contract renewals and amendments.



The pioneer of ERP-native agentic finance

Zone is the financial operations platform used by 4,000+ NetSuite customers. Our billing, AP automation, reporting and payroll solutions are embedded inside of NetSuite – so you have no integrations, no sync errors and no limits to your growth.