

CORE as a Service

What is CORE as a Service?

Cloud products can be complex to bill, therefore, to address this, we introduced CORE as a Service. This fully brandable add-on for CORE enables partners to use the CORE control panel for billing end-customers.

CORE as a Service includes functionality to automate credit control notifications and tasks such as reminder notifications and service suspensions (based on a set of agreed rules).

It is not designed to replace your accountancy systems, but to make billing end-customers simple, straight forward and in line with your Infinigate Cloud Partner Bill.

Key Features



Collecting Payments - Collect payments from end-customers using GoCardless for direct debit and/or Stripe for credit cards making it simple and straight forward. Collections are automatically triggered and collected directly into your nominated bank account.



Notifications - There are a standard set of notifications for you to select from. Basic branding is included with bespoke design available at a cost.



Support - As part of your onboarding the Infinigate Cloud team will ensure you are trained to use the system however, if you encounter any issues our friendly team are always on hand to help.



Get Started - To make sure you get off to a good start our structured step by step process will guide you through set up, from an initial questionnaire and call, to completion.

Frequently Asked Questions

When will my customers' invoices be generated?

We recommend calendar month billing which means that, where possible, the whole month for services are billed. Additional services added in the month will be added on a pro rata basis.

How will CORE Billing Services handle VAT for international customers?

We operate a VAT MOSS based system that automatically applies the appropriate level of VAT. The rules are based on the information that is entered when creating customers. Reports are available with detailed information.

Can I apply discounts for my customers?

Discounts can be applied to customer orders. We provide partners with CORE Billing Services with a guide to perform common tasks such as this.

How are invoices sent to customers?

Invoices are sent to customers via email (we will help configure the system to send them from one of your email addresses). Invoices can be sent to one email billing contact. If you give access to Vuzion CORE to your customers, they will be able to login, view and download invoices. If you do not give access, authorised users can do the same.