Category

Digital Transformation

Data-Driven Product & Subscription Business Transformation Playbook

Shifting from selling a product once to earning a customer relationship continuously

- Executive
- Advanced
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- 27 August 2021
- 3 minute(s)

Overview

A framework for transforming toward data-driven product and subscription business models — using usage data to continuously improve the offering and justify recurring revenue, distinct from simply adding a subscription billing model on top of an unchanged product.

Isn't a subscription model just a pricing change?

Pricing is the visible surface, but a genuine subscription business model transformation requires the product to continuously earn renewal through ongoing value delivery, informed by usage data — a subscription price on an unchanged, one-time-value product tends to show up in churn rather than sustainable recurring revenue.

What data infrastructure does this actually require?

Usage and engagement tracking sufficient to understand which customers are getting genuine ongoing value (and which are at churn risk), and a product development process that acts on that data continuously — covered in the framework below.

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