

Seamless Engagement:

# The Dynamics 365 Playbook for Omnichannel Retail Subscriptions

## Closing the Gaps in Subscription Billing with LISA Enterprise

*Retailers running Dynamics 365 Finance & Supply Chain Management know that subscriptions are the future, but the native Subscription Billing module automates just 40 processes, leaving many critical cross departmental gaps in pricing, renewals, and revenue recognition. This playbook explains where FSCM falls short, and how LISA Enterprise significantly outperforms any competing ISV products, adding 190% more subscription coverage into FSCM and powers seamless omnichannel subscription journeys.*



## 1. Introduction:

# The Subscription Imperative in Retail

The retail industry is experiencing a structural shift. Subscription models, from curated product boxes and loyalty memberships to premium delivery services, are moving from experiments to core growth strategies. According to the Subscription Economy Index, recurring revenue businesses have grown **4.6x faster than the S&P 500 over the past decade**, and retail is one of the fastest-adopting sectors. Consumers reward brands that offer flexibility and ongoing value: more than **70% of shoppers now engage with subscriptions in some form**.

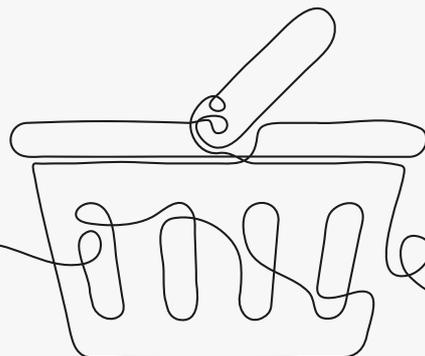
For Microsoft Dynamics 365 Finance & Supply Chain Management (FSCM) customers, this shift is both an opportunity and a challenge. FSCM provides a powerful backbone for finance and operations, but its **native Subscription Billing module was built for transactional contracts, not enterprise-grade recurring revenue models**. Retailers relying on it find themselves burdened with manual work arounds for renewals, unable to automate complex pricing, and exposed to compliance risk under ASC 606/IFRS 15.

This playbook sets out the Dynamics 365 reality:

- **FSCM Subscription Billing** automates only 40 processes and our closest competitor extends this to 51, but remains finance-centric, and siloed.
- **LISA Enterprise** delivers 118 subscription-specific capabilities across Finance, Supply Chain, Commerce, Projects, and Sales adding 190% more functional coverage.

LISA Enterprise eliminates subscription silos, overlaying recurring revenue capabilities directly onto FSCM data models and surfacing them in Sales, Projects, Supply Chain, Purchasing, Commerce, and Power Platform analytics. One contract, one price book, one revenue rule, shared in real time across the tenant.

The pages ahead explain why subscriptions are now mission-critical in retail, where FSCM and others fall short, and how LISA Enterprise transforms Dynamics 365 into the only Dynamics-native platform capable of powering seamless omnichannel subscription journeys.



# The Omnichannel Retail Challenge

Modern retail customers don't see channels, they expect seamless journeys. A shopper might sign up for a subscription on a website, adjust delivery preferences via mobile, and redeem benefits in-store. Every touchpoint must reflect the same accurate subscription status in real time. If one link fails, trust erodes instantly.

Yet retailers face persistent and costly roadblocks:

- **Fragmented systems:** POS, e-commerce, and subscription tools often run separately, creating inconsistent data, duplicate records, and missed entitlements. The result? Staff spend hours reconciling spreadsheets while customers see conflicting information.
- **Revenue leakage and disputes:** Research shows that manual subscription modifications can take up to 72 hours to process, leading to errors and lost revenue. Retailers relying on spreadsheets and partial automation can see billing error rates as high as 9% , each dispute not only drains margin but also damages loyalty.
- **Compliance risk:** Subscription revenue under ASC 606/IFRS 15 must be recognized over the service delivery period, not at invoice date. Native tools fall short of managing this complexity, exposing finance leaders to audit risk and restatements.
- **Operational drag:** Finance, store, and call-centre teams spend disproportionate time correcting invoices, handling disputes, and manually renewing contracts. In many organizations, month-end close is extended by days or weeks because subscription data isn't fully automated or reconciled.

From a **CFO's perspective**, this means recurring revenue lacks predictability. From a **COO's perspective**, operational efficiency is compromised as teams firefight errors instead of scaling new models. And from the **customer's perspective**, a subscription that should feel seamless becomes a point of friction.

Without a unified, automated subscription backbone, omnichannel aspirations collapse under manual effort and disjointed customer experiences.



# Where Dynamics 365 FSCM Billing Falls Short

Microsoft introduced Subscription Billing within Dynamics 365 Finance & Supply Chain Management to address the rising demand for recurring revenue models. On paper, it automates three important functions:

- **Recurring contract billing**
- **Revenue and expense deferrals**
- **Multiple element revenue allocation**

These are useful, but they barely scratch the surface of what enterprise subscription management requires. In reality, the module automates just 40 core processes, leaving wide gaps that retailers cannot afford to ignore.

## Key Limitations

### Finance-only focus

FSCM SB sits squarely in finance. There is no deep integration into Projects, Supply Chain, Commerce, or Sales. For omnichannel retailers, this means subscription data isn't visible where it matters, at the point of sale, in fulfilment, or in customer service.

### Limited pricing flexibility

Subscription models in retail depend on flexibility: tiered pricing, bundles, usage-based charges, add-ons, loyalty integrations. FSCM SB supports only simple recurring charges, forcing finance teams back into spreadsheets to handle anything complex.

### Manual reliance

Renewals, adjustments, pro-rata credits, and consumption-based billing require manual intervention. Research shows manual processes create up to **72 hours of latency** for customer changes, leading to billing errors, missed renewals, and revenue leakage, apart from poor customer experience.

### Performance bottlenecks

High-volume subscription data (tens of thousands of lines per month) creates strain. Microsoft has acknowledged performance issues in usage entry for larger deployments, forcing updates just to maintain stability. Retailers running loyalty memberships or subscription boxes at scale quickly hit operational ceilings.

### Compliance gaps

Under ASC 606/IFRS 15, subscription revenue must be recognized over the service delivery period. FSCM SB provides only basic deferral templates. Without automation, many finance teams resort to parallel spreadsheets, introducing errors in up to **9% of cases** and exposing CFOs to audit risk.

## The Business Impact

For retailers running thousands of memberships or subscriptions across multiple regions, these gaps create cascading challenges:

**Delayed Month-End Close:** Manual reconciliation adds days, sometimes weeks, to reporting.

**Revenue Leakage:** Billing errors and missed renewals silently erode margin.

**Customer Churn:** Billing disputes directly translate into reduced satisfaction and loyalty.

**Audit Exposure:** Incomplete revenue recognition opens compliance risks.

In short, FSCM Subscription Billing delivers a starting point , but not a sustainable platform. For Dynamics 365 retailers serious about scaling omnichannel subscriptions, it simply isn't enough.



# A Partial Step Forward

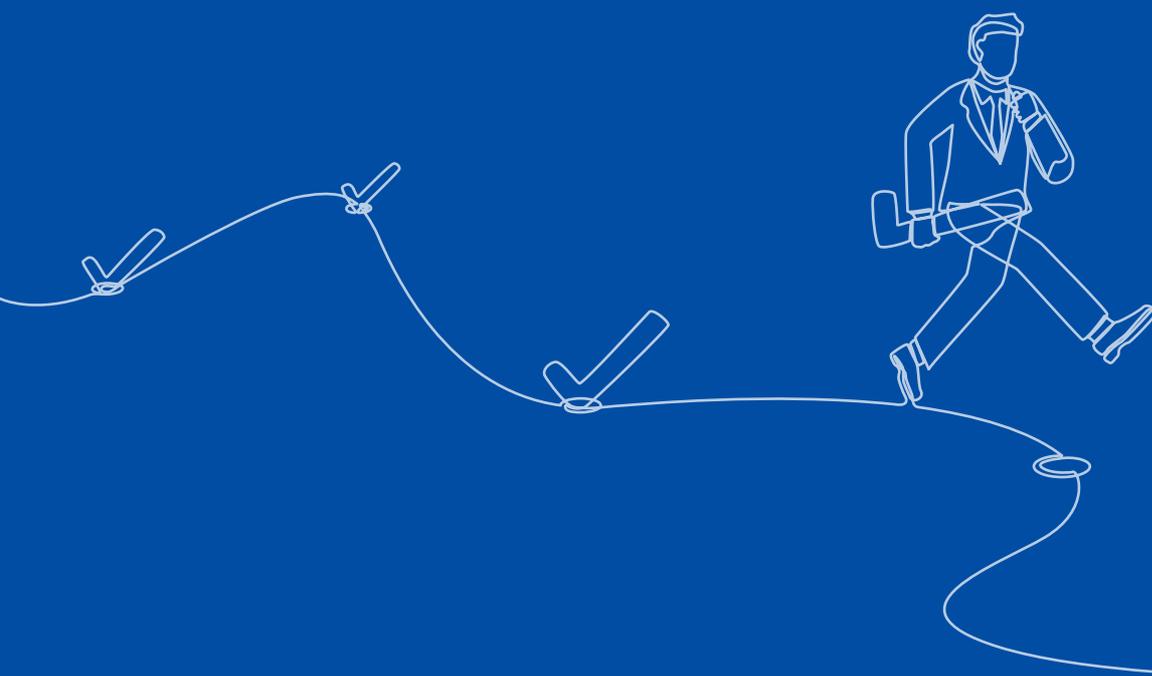
Some independent ISV solutions attempt to extend Dynamics 365 FSCM's Subscription Billing beyond the 40 processes Microsoft provides. Typically, these add modest functionality in areas like billing cycle automation, revenue recognition compliance, and limited customer self-service. In practice, they extend coverage to around 51 processes — an improvement, but still narrow in scope.

The reality is that these solutions remain **finance-centric and siloed**, addressing only a fraction of the broader quote-to-value lifecycle. They focus heavily on invoicing and compliance, but **lack deep integration across Supply Chain, Commerce, Sales, and Projects**. For omnichannel retailers, this means subscription data often fails to flow where it matters most: into fulfilment, POS, or customer engagement systems. Store staff may not see a subscriber's entitlements in real time, inventory systems may not automatically reserve stock for members, and marketing teams cannot align promotions with subscription status.

Scalability is another major constraint. **These ISV tools are not designed to handle the high transaction volumes or multi-entity complexity that large retailers face**. When subscriptions number in the tens of thousands per month across multiple geographies, workflows become bottlenecked, manual reconciliation creeps back in, and operational costs rise.

Finally, execution often remains siloed. Self-service capabilities are limited, and customer-facing portals rarely offer the full flexibility subscribers expect — such as pausing, upgrading, or managing cross-channel entitlements instantly. This creates friction, increases disputes, and reduces loyalty.

In short, while these ISV add-ons represent a partial step forward, **they are ultimately a patch, not a platform**. They may relieve some strain on finance, but they do not provide the enterprise-wide automation, integration, or scalability that omnichannel subscription leaders require. Retailers aiming for growth need a comprehensive, Dynamics-native solution that unifies subscriptions across the business.



# LISA Enterprise: The Dynamics-Native Game Changer

LISA Enterprise was designed to supercharge Dynamics 365 FSCM with the most extensive Recurring Revenue functionalities on the market, not as a bolt-on, but as a **native extension built on Microsoft's standard data models**. It overlays **extensive subscription-specific capabilities** across every function retailers depend on: Finance, Supply Chain, Commerce, Projects, and Sales. The result is a true end-to-end **quote-to-value** platform for recurring revenue.

## Key Advantages

### Enterprise-wide functional coverage

From pricing tiers and bundles to usage-based models, loyalty-linked memberships, and multi-entity billing, LISA covers all the bases required for enterprise-wide automation and omnichannel customer journeys.

### True quote-to-value automation

Automates the entire lifecycle: subscription creation, billing, renewals, pro-rata adjustments, revenue recognition, dunning, forecasting and automated payment management, all within FSCM.

### Cross-functional integration

Subscriptions flow seamlessly across the enterprise:

- **Commerce:** online storefronts, mobile apps, and in-store POS sync in real time.
- **Supply Chain:** inventory automatically reserves stock for subscribers.
- **Sales:** opportunities convert directly to live subscriptions.
- **Projects:** time, entitlements, and service-based subscriptions are tracked and billed automatically.

### Automation at scale

Over **20 configurable Power Automate touchpoints** cut manual effort by up to 90%. Renewals, pricing changes, and discount updates apply consistently across thousands of contracts in minutes, not weeks.

### AI-driven insight

Embedded Power BI dashboards and Copilot deliver real-time visibility into churn risk, profitability, and customer lifetime value. CFOs and COOs see anomalies surfaced automatically inside Dynamics, with proactive alerts like *"Q3 churn risk is trending 8% higher , trigger retention offers."*

## ROI Proof Points

Retailers and service providers using LISA Enterprise have reported:

**75% reduction in finance overhead** through automation.

**99% billing accuracy**, eliminating revenue leakage.

**85% improvement in recurring revenue accuracy.**

**70% fewer support tickets** thanks to customer self-service.

**50,000+ subscription lines managed monthly** across 116 entities without scalability issues.

Unlike bolt-ons, LISA Enterprise inherits Microsoft's performance, scalability, and security. For retailers, this means subscription innovation without architectural risk, and the confidence that every channel, every subscription, and every customer journey runs on a single Dynamics-native platform.



## Real-World Proof:

# Outcomes That Retailers Can Relate To

Retailers recognise the pain points: slow month-end close, billing disputes, manual overhead, and lack of subscription visibility. LISA Enterprise has already delivered measurable results in enterprise environments , outcomes that translate directly into retail subscription success.



### From Overhead Chaos to Streamlined Global Operations

A global enterprise reduced finance overhead by 75% and achieved 99% billing accuracy, giving real-time clarity on subscription profitability across regions.

**Retail lens:** For a fashion or lifestyle retailer running loyalty programs across multiple markets, this means fewer back-office resources tied up in reconciliation and more accurate reporting on which memberships drive profit. Instead of finance teams wrestling with spreadsheets, they can focus on strategic pricing and targeted promotions that increase subscriber lifetime value.



### Turning Billing Disputes into Loyalty Gains

Automation of renewals and invoicing delivered an 85% improvement in revenue accuracy, a 75% drop in disputes, and a 70% reduction in support tickets.

**Retail lens:** Imagine a grocer offering meal kit subscriptions or a QSR brand running a daily coffee pass. With LISA, customers get seamless self-service to pause, renew, or swap plans , reducing call centre burden and disputes. The impact is measurable: fewer cancellations, higher satisfaction, and more opportunity to upsell premium plans or cross-sell add-ons.



### Scaling Subscriptions Across 100+ Legal Entities

One enterprise scaled to 50,000+ subscription lines monthly across 116 entities, while cutting billing errors by 95% and reducing cycle times by 35%.

**Retail lens:** A home improvement chain offering tool-rental subscriptions, or a fitness brand rolling out memberships across multiple geographies, could scale with the same confidence. Instead of subscription growth creating bottlenecks, LISA ensures every transaction is automated, compliant, and error-free, enabling growth without adding headcount.

# The Future of Omnichannel Subscriptions with Dynamics + LISA

Retail's next competitive frontier is subscription intelligence. As product margins tighten and customer acquisition costs rise, the ability to scale predictable, recurring revenue becomes a survival factor. But the winners won't simply be those offering subscriptions, it will be those who can personalise them, integrate them seamlessly into every channel, and manage them profitably at scale.



## AI-Driven Personalization at Scale

Consumers expect more than generic offers; they expect curated, data-driven experiences. With Microsoft Copilot and embedded Power BI, LISA already delivers churn prediction, profitability insights, and anomaly detection directly in Dynamics 365. Retailers can forecast which subscribers are at risk, automatically trigger retention campaigns, and tailor pricing dynamically, capabilities that move beyond what native FSCM or ASM can deliver.



## Loyalty Convergence

The line between loyalty programs and subscriptions is blurring. Starbucks, Pret, and Walmart+ are fusing memberships with rewards to lock in customer engagement. LISA supports loyalty-linked pricing and subscription entitlements natively, meaning retailers on Dynamics can unify subscriptions and loyalty into premium membership models, boosting retention and average spend.



## Omnichannel 2.0

Tomorrow's retail won't stop at online and in-store. IoT devices, wearables, and even digital realms will become subscription channels. A smart fridge reordering essentials, or a VR fitness class bundled with a gym membership, are no longer science fiction. LISA's integrations with Dynamics Commerce, Shopify, WooCommerce, and in-store POS mean retailers can add new channels without bolt-ons, ensuring every subscriber interaction feeds the same central system.



## Data-Driven Agility

Subscriptions generate rich datasets on preferences, usage, and payment behaviours. Retailers that can turn this into real-time action will outpace competitors. LISA's automation and analytics give CFOs and COOs live dashboards of MRR, churn, and profitability, enabling faster decision-making, faster adjustments to pricing models, and faster roll-out of new subscription tiers.

## Future-Proof, Today



Consumers expect more than generic offers; they expect curated, data-driven experiences. With Microsoft Copilot and embedded Power BI, LISA already delivers churn prediction, profitability insights, and anomaly detection directly in Dynamics 365. Retailers can forecast which subscribers are at risk, automatically trigger retention campaigns, and tailor pricing dynamically, capabilities that move beyond what native FSCM or ASM can deliver.



## Illustrative Example 1

# Omni-Channel Retail Subscription (Retail-Box)

BigBox is a European retailer offering curated lifestyle boxes across fashion, wellness, and food. Customers expect seamless omnichannel experiences: signing up online, pausing via the mobile app, redeeming loyalty points in-store, and upgrading tiers mid-cycle. At scale, this creates hundreds of variables – reward redemptions, bundled discounts, FX conversions for cross-border orders, and mid-cycle plan changes. Without automation, Finance loses control of liabilities, Operations face inventory chaos, and customers encounter billing disputes that fuel churn.

BigBox implements LISA Enterprise + TAPP on Dynamics 365, unifying every subscription, loyalty redemption, and payment across channels into a single contract spine.

1

### Single Contract Spine – Omni-Channel Unity

A customer subscribes to “Wellness+ Box” in Dynamics 365 Commerce. LISA builds one contract embedding loyalty logic, discount structures, and intercompany rules. That same record drives Finance, Commerce, and CRM – no silos, no dual entry.

2

### Omnichannel Flexibility

Customers upgrade in-store, swap products online, and pause subscriptions in-app. LISA recalculates entitlements, invoices, and deferrals instantly, while Supply Chain adjusts allocations. Finance gets a live margin view; Operations fulfil accurately.

3

### Reward & Loyalty Management

When customers redeem credits for add-ons, LISA ties redemption to the subscription contract, ensuring invoices, fulfilment, and reward balances reconcile perfectly.

4

### Mid-Cycle Change & Payment Automation

A customer pauses a subscription halfway through the cycle. LISA adjusts billing and forecasts instantly, while TAPP cancels the upcoming debit automatically. If another customer upgrades mid-cycle, TAPP seamlessly captures the uplift payment in real time, reconciles settlement fees, and posts adjustments directly into the ledger.

5

### Vendor & Multi-Entity Reconciliation

Suppliers invoice BigBox in multiple currencies. LISA's AI invoice capture matches each SKU to active subscriptions and posts FX adjustments. Finance sees supplier costs aligned with customer subscriptions in real time.

6

### Payment Exception Handling with Copilot

If a card fails, TAPP retries automatically. Copilot steps in when retries fail, suggesting "issue credit note" or "contact customer," and drafting outreach emails pre-filled with subscription details. Finance acts decisively, reducing days lost to manual triage.

7

### Personalized Upsell Prompts with Copilot

Copilot analyses redemption trends: if a subscriber frequently adds skincare products, it promptly alerts Sales with an "upgrade to Premium Wellness" recommendation. This proactive, intelligent guidance significantly boosts ARPU without requiring manual analysis.

8

### Regulatory Assurance with Copilot

At month-end, Copilot validates loyalty redemptions and revenue deferrals against IFRS 15/ASC 606, flagging anomalies before close. Auditors see a compliant, traceable trail — no evidence packs required.

## Business Impact

6 to 4 days month-end close

2,000+ manual touches removed per quarter

99.9% invoice accuracy across online and in-store

Loyalty liability reconciled daily, not quarterly

Churn reduced via proactive Copilot upsells

BigBox turns omnichannel subscription complexity into a powerful growth engine — unifying Finance, Operations, and CX while automating payments, compliance, and business processes.

# Comparative Capability Matrix



LISA Enterprise supercharges Microsoft Dynamics 365 FSCM with +190% in added Subscription Management features, delivering complete ERP subscription control. The world's most comprehensive recurring revenue solution for Dynamics 365—from Lead to Lifecycle and everything in between.

	 LISA Enterprise	 Closest Dynamics Competitor	 D365 FSCM Subscription Billing
Features Included:	121	51	40
Features Missing	0	67	78
	100%	42%	33%

## Master Data



Manage subscription products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Add-on price models	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign price per unit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Product variants	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Define minimum quantity per subscription	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Setup one time products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Define add-on products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Setup price indexing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Perpetual and Maintenance products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Define end user and partners as customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumption-based products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Define subscription price lists	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Per-unit products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Deferral accounts in GL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tiered pricing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Support, maintenance additions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Setup maintenance %	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reason codes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Finance



Bill subscription	✓	✓	✓
Request pre-payment or deposits	✓	✗	✗
Collection of payment	✓	✗	✗
Calculate forecasted ACV	✓	✓	✓
Update cashflow analysis	✓	✓	✓
Process revenue recognition	✓	✓	✓
Event-based revenue recognition	✓	✓	✓
Correct revenue recognition on credits	✓	✓	✓
Allocate % of revenue to recognize	✓	✓	✓
Defer discounts separate from revenue	✓	✓	✓
Delivery schedules	✓	✗	✗
Multi-element revenue allocation	✓	✓	✓
Process cost recognition	✓	✗	✗

Subscription audit trail and history	✓	✗	✗
Balance out pre-payments or deposits	✓	✗	✗
Subscription type dimensions setup	✓	✗	✗
ARR Reporting	✓	✗	✗
Retention reporting	✓	✗	✗
Churn reporting	✓	✓	✓
Customer lifetime value reporting	✓	✗	✗
Customer base development	✓	✗	✗
Revenue vs cost of subscriptions	✓	✗	✗
Intercompany subscriptions processing	✓	✗	✗
Payment integrations	✓	✓	✗
Decoupling billing and recognition posting	✓	✓	✗
Partner margin percent enhancement	✓	✗	✗

## Supply Chain Management



Send welcome aboard email	✓	✗	✗
Manage multi-level subscription agreement	✓	✗	✗
Run price index update	✓	✓	✓
Add new licenses or subscriptions	✓	✓	✓
Create a future cancellation	✓	✗	✗
Credit prorate	✓	✓	✗
Add assets to the subscription	✓	✓	✓

Connect subscription plans (chaining)	✓	✗	✗
Pause or hold subscriptions	✓	✓	✓
Track subscription version auditing changes	✓	✗	✗
Extend billing format with start-end dates	✓	✓	✓
Manage renewal approval flows	✓	✗	✗
Opt-in approval mechanism for renewal	✓	✓	✓
Maintain consumption levels	✓	✓	✓



Publish and unpublish subscription	✓	✗	✗
Customer services template portals	✓	✓	✗
Customer surveys for subscriptions	✓	✓	✗
Use revenue recognition schedules	✓	✓	✓
Rolling or Calendar aligned subscriptions	✓	✓	✓
Add and bill one-time items	✓	✓	✓
Track maximum usage levels and overage	✓	✗	✗
Pre-invoicing setup	✓	✗	✗
Smart price rounding	✓	✗	✗
Sell yearly and purchase monthly	✓	✗	✗
Roll-up consumption usage per billing line	✓	✗	✗
Reason code termination management	✓	✓	✓
Churn subscription immediately	✓	✓	✓
Use templates to create subscriptions faster	✓	✗	✗

Manage security deposits	✓	✓	✓
Auto-renewal rules	✓	✓	✓
Mass update price renewals	✓	✓	✓
Post-invoicing (days) after renewal date	✓	✗	✗
Ability to copy subscription headers & lines	✓	✗	✗
Create Pro-forma Subscription invoice	✓	✓	✓
Billing format including usage data sources	✓	✗	✗
GoCardless full integration API, processing + certification	✓	✗	✗
Recorded telecom-based consumption data (minutes, etc.)	✓	✗	✗
Multiple subscription addresses on the same contract	✓	✗	✗
Processing payments with auto-created payment journals	✓	✗	✗
Customer surveys for subscriptions	✓	✓	✗
Activate or inactivate subscription lines	✓	✗	✗

## Purchasing, Commerce & Tech



Create purchase order from subscriptions	✓	✗	✗
Manage supplier subscriptions contracts	✓	✗	✗
2-way match supplier subscription invoices	✓	✗	✗
Create B2C Commerce HQ Subscriptions	✓	✗	✗
Link subscriptions to call centres	✓	✗	✗
Import Consumption Data externally	✓	✗	✗

Support Dualwrite	✓	✗	✗
Embedded Power BI in workspace	✓	✓	✓
Link subscriptions to ecommerce	✓	✗	✗
Entity store integration	✓	✓	✓
Subscriptions web APIs	✓	✓	✗
Use of Mobile workspaces	✓	✗	✗



Use Commerce pricing models in subscriptions



Use Business Events and Integrate with Power Automate



Integrate with workflow in Dynamics 365 FO



Manage open subscription expenses



Omnichannel Subscription Management



Link subscriptions to Commerce Loyalty Schemes



## Sales



Subscription sales quotations CRM



Subscription quotations for prospects



Send subscription quotations



CPQ-driven subscription entry of quotes



Subscription sales opportunities



Workflow approval on subscription



Subscription sales quotations FO



Manage partner sold subscriptions



Convert subscription quotes to subscription



Retrieve Customer reference / PO number



Create and convert project quotations



Manual Sales Price overrides



Sync accounts/quotations/invoices + consumption data



Gamified Upselling capabilities in commerce and store front.



## Projects



Integration with D365 Project Operations



Project-based periodic hour tracking



Manage project-based subscriptions



Subscription billing from project proposals



The subscription economy is no longer a future bet for retailers – it is the operating model shaping today's winners. Customers are demanding seamless journeys across channels, and investors are rewarding predictable, recurring revenue streams with higher valuations.

But Dynamics 365 FSCM's native Subscription Billing was never designed for enterprise-grade recurring revenue. It automates only 40 processes, leaving retailers reliant on spreadsheets for renewals, vulnerable to billing errors, and exposed to compliance risk. Other competing products extend this coverage modestly, remain siloed, finance-centric and unsuitable for scaling omnichannel subscriptions.

Only LISA Enterprise delivers the comprehensive, Dynamics-native subscription management platform retailers need for global omni-channel customer experiences, with unmatched capabilities, 190% more functional coverage, and proven customer outcomes like 75% overhead reduction, 95% fewer errors, and global scalability across 100+ entities.

Overlay powerful recurring revenue-specific capabilities directly onto FSCM data models and surface them in Sales, Projects, Supply Chain, Purchasing, Commerce, and Power Platform analytics with LISA Enterprise.

The urgency is clear: every quarter spent relying on manual processes is another quarter of revenue leakage, disputes, and churn. Retailers that delay automation fall further behind competitors already monetising seamless, intelligent subscriptions.

For Dynamics 365 retailers, the path forward is decisive:

- Eliminate manual work.
- Stop revenue leakage.
- Scale omnichannel subscriptions with confidence.

## Let's talk

Request your Microsoft-funded Vision & Value Assessment today, and see how LISA Enterprise transforms your Dynamics 365 subscription strategy into a predictable, profitable growth engine.

[Get Started →](#)



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