intermedia™

NEWSSTAND.
SUBSCRIPTION.
FULFILMENT.

Myriad

Flexible subscription services

Myriad

BUILT BY PUBLISHERS, FOR PUBLISHERS

AMBITION

“To be the leading software that powers seamless subscription experiences, enabling businesses to grow bigger and smarter through automation, integration and real-time insights”

POWERING CUSTOMER ACQUISITION & RETENTION

RETAIN & ACQUIRE SUBSCRIBERS, DELIVER FLAWLESSLY AT SCALE, AND TURN RECURRING REVENUE INTO SERIOUS GROWTH.

We help brands and membership organisations get their products into readers' hands faster and keep them coming back, combining powerful subscription software with integrated CRM, payments and fulfilment in one flexible, scalable, end-to-end platform built to manage both issue-based and time-based subscriptions — all backed by an expert team providing storage, mailing and fully managed support whenever you need it.

SUBSCRIPTION MANAGEMENT SOFTWARE

POWERFUL, FLEXIBLE SOFTWARE BUILT TO GROW SUBSCRIPTIONS

Myriad's subscription management software brings customer data, billing, fulfilment and reporting together in one place, helping you streamline operations, reduce churn and maximise lifetime value.

- ✓ **Strategic account management**
- ✓ **Centralised customer & subscription management**
- ✓ **Automated billing, renewals & reminders**
- ✓ **Real-time analytics & reporting dashboards**
- ✓ **Integrated CRM for sales & marketing teams**
- ✓ **Fully hosted ecommerce & payment portals**
- ✓ **Secure, compliant data management**

KEY SOFTWARE FEATURES

Myriad features are fully tailorable to your business, providing the tools and flexibility to support you at every stage, no matter the size or complexity.

- **SUBSCRIPTION MANAGEMENT**
- **SINGLE SUBSCRIBER VIEW**
- **FULLY INTEGRATED WEBSHOP**
- **ONLINE SUBSCRIBER ACCESS**
- **WEB & PAYMENT INTEGRATION**
- **VIRTUAL MANAGEMENT**
- **MAIL ORDER MANAGEMENT**
- **SUBSCRIPTION RENEWALS**
- **MARKETING DATA & INSIGHT**
- **DIRECT DEBIT MANAGEMENT**
- **GDPR & CONSENT**
- **CARD PAYMENT PROCESSING**
- **REPORTING & ANALYTICS**
- **DIGITAL CONTENT DELIVERY**

KEY BENEFITS

POWERING REVENUE

- ✓ Full subscription management across physical & digital products
- ✓ Time & issue-based subscriptions
- ✓ Scales effortlessly for growing businesses & larger enterprises
- ✓ Tailored to your business model to maximise recurring revenue & performance
- ✓ Fully integrated, streamlining all operations & workflows

UNLOCKING INSIGHTS

- ✓ Centralise key customer data to boost retention & lifetime value
- ✓ Smarter data & insight for higher engagement & conversions
- ✓ Improve upsell & cross-sell opportunities
- ✓ Reporting & analytics including single customer view
- ✓ Invoicing & payments unified through integrated sales ledger

SEAMLESS INTEGRATION

- ✓ Fully integrated by our development team for effortless onboarding
- ✓ Streamlines operations into one connected workflow
- ✓ Connects with all major ecommerce platforms
- ✓ Works seamlessly with leading payment providers
- ✓ Links directly to couriers, postal services & fulfilment partners

ONE PLATFORM. TWO POWERFUL WAYS TO WORK.

Myriad Self-Serve

SUBSCRIPTION MANAGEMENT SOFTWARE

Ideal for publishers who prefer to securely self-host and manage their own subscriber data.

- ✓ TOOLS TO POWER YOUR REVENUE
- ✓ SELF-HOSTED DIGITAL PORTALS
- ✓ CUSTOMER REPORTING

Myriad Plus

FULLY MANAGED BUREAU SERVICE

Designed for publishers who want the convenience of a completely managed, end-to-end solution.

- ✓ STRATEGIC ACCOUNT MANAGEMENT
- ✓ DIGITAL PORTALS & HOSTING
- ✓ 24/7 CUSTOMER SERVICE CENTRE

Myriad Self-Serve

THE ENGINE BEHIND LEADING PUBLISHERS

A DEDICATED SOFTWARE SOLUTION DESIGNED TO UNLOCK THE FULL POTENTIAL OF YOUR RECURRING REVENUE-BASED BUSINESS.

Myriad centralises operations, streamlines workflows, and provides real-time insight, helping you run more efficiently, boost performance, and drive stronger results. It delivers a comprehensive subscription management software that gives publishers complete control and visibility, unlocking deeper insights, powering recurring revenue, and integrating seamlessly with the systems you already use to scale with confidence and less complexity.

Myriad Plus

GETTING YOUR MAGAZINE IN READER'S HANDS

WE HELP BRANDS GROW REVENUE BY INTEGRATING MARKETING, DATA, FULFILMENT & CUSTOMER SERVICE IN ONE CONNECTED BUREAU.

Powered by Myriad, our expert account managers manage print and digital subscriptions in one platform, centralise subscriber data, payments and fulfilment into a single source of truth, and deliver clear reporting and analytics for faster decisions. With data-led optimisation and scalable infrastructure for recurring revenue growth, we act as a true partner — giving publishers the control, visibility and confidence to scale without complexity.

Myriad Plus

MYRIAD PLUS BENEFITS

COMBINING THE FULL POWER OF MYRIAD WITH STRATEGIC ACCOUNT MANAGEMENT, SECURE HOSTING & 24/7 CUSTOMER SUPPORT.

We take care of the technology, operations, fulfilment and campaigns, so your team can focus purely on content, creativity and growth. Reduce internal workload, streamline costs and gain expert support at every step. It’s everything you need to scale — without the overhead.

Myriad Plus

MYRIAD PLUS BENEFITS

STRATEGIC ACCOUNT MANAGEMENT

Our account management team partners with you to plan and deliver smart, data-driven strategies that grow and retain your audience. Combining customer service expertise, fulfilment technology and targeted marketing, we help maximise acquisition, engagement and lifetime value.

- ✓ **Dedicated account management**
- ✓ **Subscription growth & retention strategies**
- ✓ **Fulfilment & marketing support**
- ✓ **Direct mail & campaign execution**
- ✓ **Analytics & performance reporting**
- ✓ **Lifetime value & retention optimisation**

DIGITAL PORTALS & HOSTING

We design, build and host secure digital payment portals that help you sell printed and digital publications, merchandise, services and event access online. Fully integrated with our Warehouse Management System, orders move seamlessly from checkout to delivery with complete visibility.

- ✓ **One-off & recurring payments with flexible billing options**
- ✓ **Seamless integration with existing systems**
- ✓ **Full-scale eCommerce platforms to simple branded solutions**
- ✓ **Real-time reporting**
- ✓ **Upsell, bundling & pricing tools**
- ✓ **24/7 hosted support**

24/7 CUSTOMER SERVICE CENTRE

Our fully trained customer care team provides responsive, hands-on support for your customers around the clock. Available 24/7, we resolve queries quickly and efficiently across phone, email and online channels, ensuring a consistent, high-quality experience whenever help is needed.

- ✓ **24/7 customer support**
- ✓ **Phone, email & online helpdesk**
- ✓ **Trained, dedicated support teams**
- ✓ **Fast query resolution & issue tracking**
- ✓ **Scalable coverage for peak demand**
- ✓ **Consistent, brand-aligned customer experience**

EVERY CLIENT IS DIFFERENT

NO TWO PUBLISHERS ARE ALIKE, SO YOUR MYRIAD SOLUTION IS TAILORED TO YOUR BUSINESS. ENGINEERED TO PERFORM.

From the moment you get in touch, we work closely with you to configure Myriad around your business, ensuring you have exactly the modules and capabilities you need. Because we place our clients at the centre of everything we do, you help shape Myriad's future as much as our development team. It's why so many partners see us not simply as a supplier, but as a long-term strategic ally invested in their growth.

FUNCTIONALITY & TOOLS

CRM IS THE FOUNDATION MODULE THAT POWERS EVERY MYRIAD WORKFLOW

It’s not just a contact database — it’s the operational engine that connects sales, finance, communication and reporting across your organisation.

MANAGE SALES EFFECTIVLEY

- ✓ Manage contacts, companies and orders in one place
- ✓ Enter mixed orders (ads, subscriptions and products) in a single transaction
- ✓ Invoice, take payments and issue receipts without changing screens
- ✓ Work in multiple currencies with full VAT/EC support

ACCESS INFORMATION INSTANTLY

- ✓ Instantly see customer history and activity
- ✓ Track orders, balances and account status in seconds
- ✓ Identify cross-selling and upselling opportunities automatically
- ✓ View performance down to product level directly from the dashboard

AUTOMATED ADMIN MANAGEMENT

- ✓ Schedule renewals, mailings, labels and selections
- ✓ Send bulk email directly from customer-facing documents
- ✓ Control who can access processes, reports and data by user or role
- ✓ Keep teams aligned using the built-in organiser and shared diary

UNDERSTAND YOUR AUDIENCE

- ✓ Analyse customer and order demographics
- ✓ Segment audiences for targeted marketing and renewal campaigns
- ✓ Improve retention using behavioural insight and purchasing trends
- ✓ Turn reporting into confident, data-led decisions

MYRIAD MODULES

EVERY PART OF YOUR BUSINESS, CONNECTED AND WORKING AS ONE SYSTEM.

Myriad brings together subscriptions, circulation, books, finance, reporting and web integration in a fully unified system. Every module shares live data, so teams work from the same information, processes run smoothly, and decisions are driven by insight — not guesswork. Build the system around your business and expand it as you grow. Choose the modules that fit your operation today, and scale as your business grows.

- **SUBSCRIPTIONS**
- **CIRCULATIONS**
- **PRODUCTS**
- **DASHBOARDS**
- **DATA MINING**
- **SALES LEDGER**
- **WEB INTEGRATIONS & EXPANDED SERVICES**

INTEGRATIONS & TECHNOLOGY

MYRIAD INTEGRATES SEAMLESSLY WITH LEADING PAYMENT GATEWAYS, FULFILMENT PARTNERS, CRM SYSTEMS, ACCOUNTING PLATFORMS AND DIGITAL CONTENT PROVIDERS.

GoCardless HubSpot upland stripe Microsoft SQL Server

Exchange Gmail DIRECT Debit mintsoft dotdigital

INTEGRATIONS
& TECHNOLOGY

INTEGRATED WAREHOUSE MANAGEMENT

Integrate with our warehouse management system, Mintsoft, for subs gift storage and fulfilment as well as back issues

intersend™ PICK. PACK. DELIVER.

mintsoft

INTEGRATIONS & TECHNOLOGY

INTEGRATED LETTERSHOP SOLUTION

Integrate with our Lettershop solution for renewal and welcome letters

interdirect™
MAGAZINES.
CONSUMERS.
DESPATCH.

SMOOTH MIGRATION, MINIMAL DISRUPTION

YOUR MOVE TO MYRIAD IS HANDLED END-TO-END BY OUR DEVELOPMENT TEAM

We manage subscription data migration, platform setup, and configuration to ensure a smooth move with minimal disruption. You focus on growing your subscription revenue. We take care of your technology and platform transition.

1 INFRASTRUCTURE SET UP

We deploy the Myriad platform and core infrastructure to keep your subscription data, payments and systems secure, stable and ready to scale. Built on a solid foundation from day one, it delivers reliability and confidence as you grow.

2 CONFIGURED TO YOUR NEEDS

We tailor Myriad to match your subscription model, workflows, and reporting requirements. From pricing and payment schedules to renewal rules and access levels, the platform is configured to fit the way you operate.

3 GO LIVE WITH CONFIDENCE

Once testing is complete, we guide you through training and a smooth, structured launch. We stay on hand to oversee go-live and early activity, so you can focus on growing subscriptions while we support behind the scenes.

24/7 SOFTWARE SUPPORT & CONTINUOUS UPDATES

PEACE OF MIND, BUILT IN FROM DAY ONE. FULLY MANAGED SUPPORT, SECURITY & COMPLIANCE ALWAYS PROTECTED. ALWAYS UP TO DATE.

We continuously deliver updates, security improvements, legislative compliance and performance enhancements, with new features and integrations available the moment they're ready. From proactive releases and bug fixes to full ticket tracking and expert guidance on GDPR and PCI DSS, everything is handled — so your team can stay focused, confident and moving forward.

EXPERT ONBOARDING

Training, data migration and tailored setup come as standard with Myriad. From third-party integrations to supplier coordination, our team works alongside you to deliver a smooth rollout — keeping your project on time, on budget and fully in control.

SEAMLESS INTEGRATION

Connect Myriad to the systems you already use, from accounting software to payment gateways and external workflows. Our developers handle the heavy lifting to ensure everything works together effortlessly, while built-in office tools help streamline everyday operations.

USER COMMUNITY

Join a network of bureaux and publishers who share knowledge, ideas and best practices through the Myriad User Group. Your feedback shapes product innovation, helping guide new features and improvements before they're released to everyone.

PARTNERING WITH US

No project is too big or too small, contact us today to see how partnering with us can help grow your business. Call us on +44 (0) 1293 312001 or email getintouch@inter-media.co.uk

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