



**FLEXIBLE  
SUBSCRIPTION  
SERVICES**

**intermedia**<sup>TM</sup>  
NEWSSTAND.  
SUBSCRIPTION.  
FULFILMENT.



**“OUR PLATFORM POWERS SEAMLESS SUBSCRIPTION EXPERIENCES, ENABLING BUSINESSES TO GROW BIGGER AND SMARTER THROUGH AUTOMATION, INTEGRATION & REAL-TIME INSIGHTS”**

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# POWERFUL, FLEXIBLE SOFTWARE BUILT TO GROW SUBSCRIPTIONS

**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.

We combine 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.

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.

- ✓ 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

Powerful, flexible subscription management at the core of Myriad, supporting all models and enabling you to operate and scale with confidence.



## FULLY INTEGRATED WEBSHOP

A fully integrated eCommerce shop where customers can purchase products and subscriptions together, including Direct Debit, in one simple basket.



## WEB & PAYMENT INTEGRATION

One connected platform combining online sales, subscription management and secure payment processing into a seamless, reliable workflow.



## MAIL ORDER MANAGEMENT

Manage mail order and non-subscription products through a central database, with despatch documentation and optional stock control included.



## SINGLE SUBSCRIBER VIEW

A complete, real-time view of every subscriber, giving your teams instant access to accurate data for faster decisions and better service.



## ONLINE SUBSCRIBER ACCESS

Self-service access allows subscribers to view, manage and renew their subscriptions online quickly, reducing friction and support demand.



## CALL CENTRE

A flexible, supported service where we assist with day-to-day subscription operations while you retain full access to your data.



## WIN BACK FUNCTIONALITY

Re-engage your customer base with automated communications and marketing tools designed to deliver ROI and reduce churn.



## SUBSCRIPTION RENEWALS

A powerful and flexible renewals engine designed to improve retention, automate processes and maximise ongoing renewal performance.



## DIRECT DEBIT MANAGEMENT

Full control over simple and complex Direct Debit schedules, supporting multi-payment plans and dependable automated collections.



## CARD PAYMENT PROCESSING

Secure credit and debit card processing, including continuous payment authority, delivered through trusted global payment providers.



## DIGITAL CONTENT PAYWALLS

Enables instant access to digital content across mobile and desktop devices, ensuring a smooth and consistent subscriber experience.



## MARKETING DATA & INSIGHT

Analyse subscriber data to build targeted lists, reports, mailings and email campaigns with clarity and measurable results.



## GDPR & CONSENT

Comprehensive GDPR tools with consent tracking, audit logs and configurable purpose management ensuring compliant data handling.



## REPORTING & ANALYTICS

Clear financial and performance reporting available on demand or scheduled automatically, providing timely and actionable insight.



## COMPETITION MANAGEMENT

Manage competitions, entries and associated subscriber data directly within the platform, keeping everything organised and easy to track.

# 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 UPSSELL & 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 LEADING ECOMMERCE PLATFORMS VIA API FEEDS
- ✓ WORKS SEAMLESSLY WITH LEADING PAYMENT PROVIDERS
- ✓ LINKS DIRECTLY TO COURIERS, POSTAL SERVICES & FULFILMENT PARTNERS

# ONE PLATFORM. TWO POWERFUL WAYS TO WORK.

## MyriadCore

### SUBSCRIPTION MANAGEMENT SOFTWARE

Ideal for publishers who prefer to securely manage their own subscriber data in-house.

- ✓ MAXIMISE YOUR REVENUE GROWTH
- ✓ OPTIONAL SELF-HOSTED WEBSITES
- ✓ CUSTOM REPORTS

## MyriadEnterprise

### FULLY MANAGED BUREAU SERVICE

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

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



# 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 grow with ease.





# 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 ENTERPRISE 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.

 MyriadEnterprise



## 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
- ✓ AUTOMATED WINBACK CAMPAIGNS



## DIGITAL PORTALS & HOSTING

We design, build and host secure digital payment portals that help you sell printed and digital publications and merchandise 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
- ✓ UPSSELL, 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

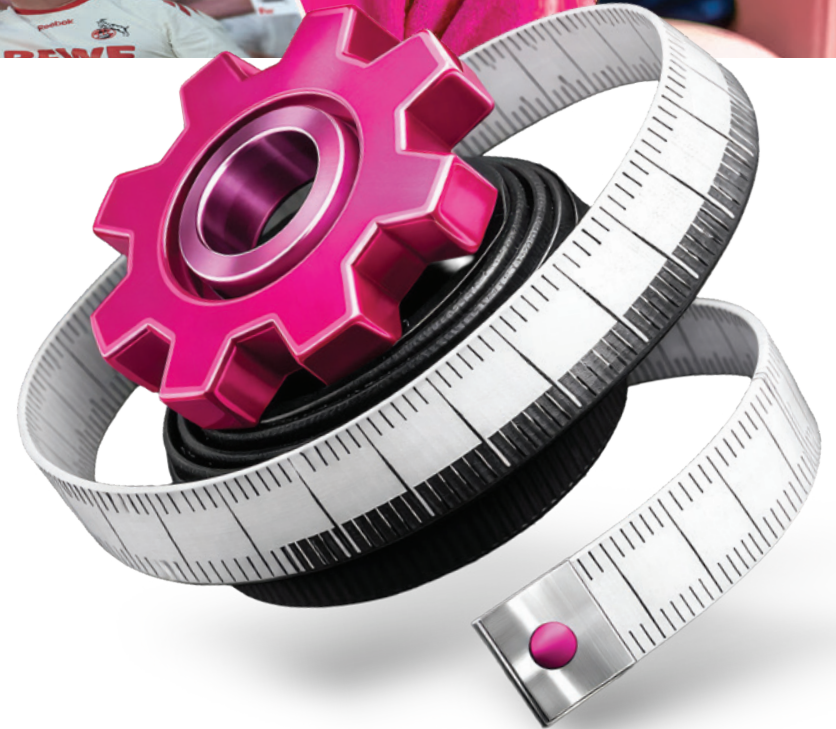
# EVERY CLIENT IS DIFFERENT



**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 EFFECTIVELY

- ✓ 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 DATA-LED DECISIONS

# MYRIAD MODULES

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

Myriad brings together subscriptions, circulation, products, 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

## INTEGRATED WAREHOUSE MANAGEMENT

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

Mintsoft is an industry-leading cloud-based management system designed to streamline multi-channel fulfilment with unmatched accuracy and efficiency.

## INTEGRATED LETTERSHOP SOLUTION

Integrate with our Lettershop solution for renewal and welcome letters.

## SYSTEMS INTEGRATION

Myriad integrates seamlessly with leading payment gateways, fulfilment partners, CRM systems, accounting platforms and digital content providers.



# BESPOKE WEBSHOP BUILD & DESIGN SERVICES

**MYRIAD INTEGRATES  
SEAMLESSLY WITH OUR  
CUSTOM-DESIGNED  
ECOMMERCE SHOPFRONTS.**

Our dedicated team works closely with your in-house design stakeholders to ensure every touchpoint aligns with your brand identity, from visuals to tone of voice.

We seamlessly integrate with your existing web assets to deliver a consistent, joined-up customer journey, supported by flexible merchant facilities that offer a wide range of payment options.

Our webshops enable you to sell affiliated products through a smooth, intuitive checkout experience, helping to maximise basket value and conversion.

With customisable data capture, you can gain deeper insight into your customers, while tailored campaign tracking allows you to measure performance and make smarter, data-led marketing decisions.



# 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 our network of leading bureaux and publishers who share knowledge, ideas and best practices. Your feedback shapes Myriad product innovation and development, helping guide new features and improvements.

# 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

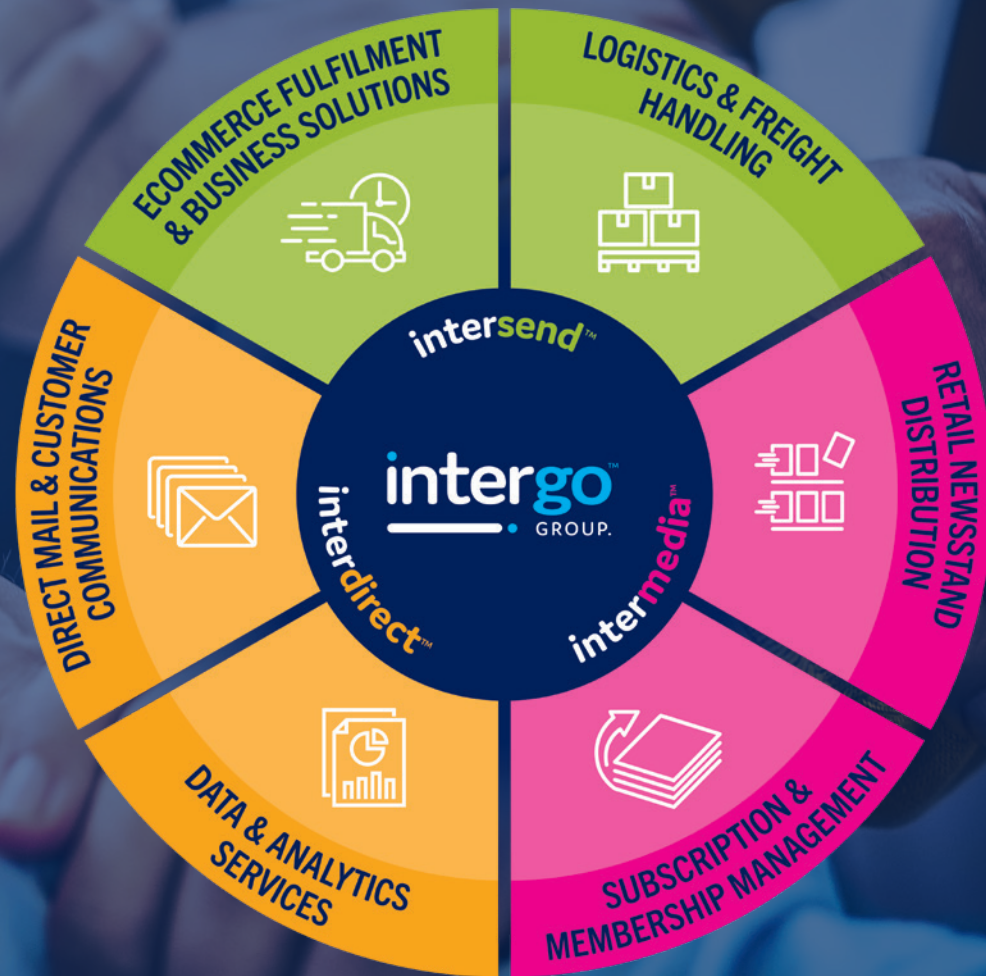
We tailor Myriad to match your subscription model, workflows, and reporting requirements. From pricing and payment schedules to renewal rules and access levels, the platform is configured to fit the way you operate.

### **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.

# YOUR INTEGRATED GROWTH PARTNER

INTERMEDIA IS PART OF THE INTERGO GROUP. WE COMBINE SPECIALIST EXPERTISE ACROSS SUBSCRIPTION MANAGEMENT, FULFILMENT, LOGISTICS, RETAIL DISTRIBUTION, CUSTOMER COMMUNICATIONS AND DATA ANALYTICS TO CREATE ONE INTEGRATED GROWTH PLATFORM FOR YOUR BUSINESS.



# PARTNERING WITH US

**ONE INTEGRATED PARTNER. FLEXIBLE SUPPORT. SMARTER GROWTH.**

No project is too big or too small, contact us today to see how partnering with InterMedia can help grow your business.

Call us on +44 (0) 1293 312001 or email [getintouch@inter-media.co.uk](mailto:getintouch@inter-media.co.uk).



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