Actionable subscription intelligence

NetSuite Subscription Metrics

Managing subscription performance starts with tracking KPIs and metrics to see what's driving revenue today and predicting where customers are headed tomorrow. By assessing growth quality, unit economics, and retention across segments, finance and revenue leaders get a shared, reliable view for planning and forecasting. And automation is key—manual tracking and reporting don't scale, and they can slow decision-making, obscure revenue drivers, and erode forecast confidence.

NetSuite Subscription Metrics gives organizations instant visibility into the KPIs that matter. A clear dashboard with out-of-the-box SaaS metrics helps businesses move quickly from understanding performance to taking action. With constant-currency and full historical context, teams can replace manual reporting with real-time, trusted metrics and focus on strategies to drive growth.

Key Benefits

- **High-impact visualizations.** Interactive bridge charts, roll-forwards, and cohort heatmaps turn complex trends into clear, executive-ready stories.
- **Revenue insights.** Track new business expansion, contraction, and churn as they happen to quickly understand shifts and take targeted action.
- **Deeper diagnostics.** Drill by plan, region, cohort, or period and tie KPIs to underlying transactions to pinpoint retention and growth opportunities.
- **Built to scale.** Constant-currency normalization and efficient handling of millions of transactions keep performance consistent from startup to enterprise.

NetSuite Subscription Metrics brings together customer, subscription, and revenue histories in a single view to provide industry-standard metrics, intuitive visualizations, and actionable AI-driven insights.

Metrics Dashboard

Monitor key metrics on revenue growth, acquisition cost, and retention. Track 40+ out-of-the-box metrics, including MRR/CMRR, to understand current and expected future states, and drill down from global to granular levels. View prebuilt KPI scorecards to see comparative numbers and variances at a glance. Customize KPI formulas to tailor calculations to your specific business needs. Segment metrics by product, region, customer cohort, and plan to diagnose trends and pinpoint performance drivers quickly.

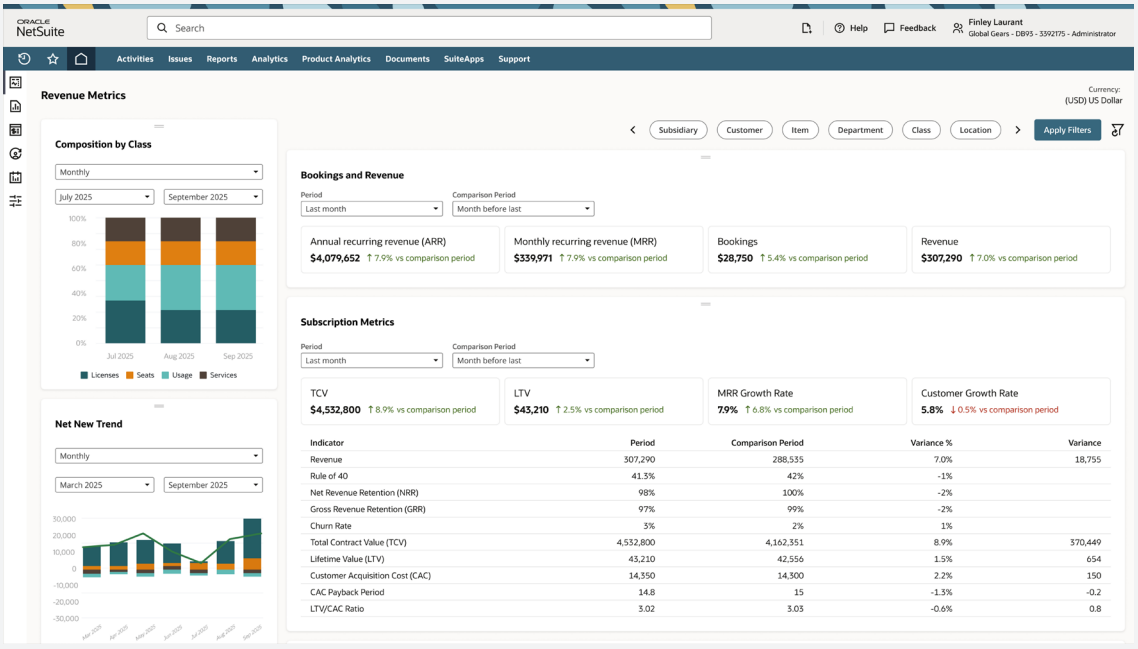
Reporting and Analysis

Track recurring revenue with roll-forward reports to pinpoint drivers of growth and decline. Segment ARR/MRR into new, expansion, contraction, and churn to quantify each contribution. Compare cohorts by start date in heatmaps to surface retention, churn, LTV, and payback patterns.

Visualize the impact of pricing, packaging, and lifecycle events on cohort performance to guide renewal and upsell strategies.

Unified, Global, AI-Driven

Consolidate historical transactions and subscriptions to provide full context. Normalize results with constant-currency reporting to remove FX noise across subsidiaries. Power intelligence with the NetSuite AI Connector to enable natural-language queries, ad hoc root-cause analysis, and prescriptive insights unified across the suite.



Copyright © 2025, Oracle and/or its affiliates. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, Java, and MySQL are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.