

The Subscription System

The Enterprise Applications & Integration Section from the Department of IT (DoIT) at UAEU has successfully launched the subscription system in 2018, in line with UAE vision 2021 that foresees high quality of life built on world-class public digital services.

This online solution is developed to fully automate the registration, activation, subscription, online payment, approval and management processes. The integration with the ePayment system equips customers with a flexible range of payment options. In addition, it sends automatic emails to the payer, tracks failed payments and generates reports for providers to track their revenues.

The Subscription System interface was designed according to the modern interface design standards. It is user-friendly, bilingual, responsive and offers various role-based access depending on the user role (Super admin, admin, group admin, subscriber, approver, and the viewer). Moreover, this solution has plenty of supporting features for people with special needs; for example, increasing and decreasing font size, contrast and screen reader.

The system was built to improve customer service and supports a wide range of subscription types from journals to clubs, conferences, and others. The subscription portal provides customers with such self-service capabilities including subscription management and renewal, and editing personal information. Subscription providers are able to create different pricing structures, configure plans, and manage both subscriptions and subscribers' accounts.

Currently, the College of Law is utilizing this system for SL Journal subscription. They offer different types of subscription plans (individual, groups, hardcopy, and softcopy). Group subscribers have the power to maintain their group accounts. In addition, soft-copy journal subscription allows users to browse easily SL journal issues online in the management system.