



OUTPUT SOLUTIONS





CSG OUTPUT SOLUTIONS

PROVEN SOLUTIONS

Improve operational effectiveness, increase customer awareness and drive cost savings with turnkey output solutions that span the entire document creation and distribution process.

CSG Output Solutions are comprehensive, spanning the entire document creation and distribution workflow process from electronic and print delivery to document archival and customer care. Services include composition of transactional and business-critical documents, eCare, data processing, printing, finishing, mail services and comprehensive electronic delivery, payment and archiving solutions.

And because our applications are continuously proven to excel in high-volume environments with rigorous demands, they're used by hundreds of clients and millions of customers on a daily basis.

CSG OUTPUT SOLUTIONS

IMPROVE OPERATIONAL EFFECTIVENESS,
INCREASE CUSTOMER ENGAGEMENT AND
DRIVE COST SAVINGS WITH TURNKEY OUTPUT
SOLUTIONS THAT SPAN THE ENTIRE DOCUMENT
CREATION AND DISTRIBUTION PROCESS.

ELECTRONIC PAYMENT AND COMMUNICATION: EXPEDITE RECEIVABLES, ACCELERATE CASH FLOW

Give your customers more purchasing and payment options, and you'll expedite cash flow while you generate higher incremental revenue. How? CSG's electronic bill presentation and payment.

Our robust eCare and client care solutions support 310 million card payments and 137 million ACH payments annually and continue to grow with rapid enrollment. Both efficient and cost-effective, CSG Precision eCare suite is one of the industry's most advanced solutions, a suite that's modular, scalable and includes eBill and ePay, eCommerce, eMail, mobile, Interactive Bill and SmartVideo applications.

With soaring customer adoption, advanced security (CISP-PCI, SSL, ISO 27001) to safeguard data and online transactions and unprecedented efficiency, now is the time to employ electronic billing and payment solutions. Add our Secure eStatement application, and allow your customers to pay their bills by simply filling out form fields that arrive via secure email.



BENEFITS OF ELECTRONIC BILLING AND PAYMENT

- Expedited cash flow with accelerated payment cycles
- Reduced expenses for document suppression of ebills—no printing, postage or production costs
- Improved revenue from cross- and up-selling of new and existing products/services
- Enhanced customer care by providing instant information online and immediate document delivery. CSRs deliver more proficient service with CSG customer care modules

Along with eCare, CSG has a complete suite of web-based applications for customer care, tracking, messaging, document creation and management, document viewing and document archival.



PRINTED SOLUTIONS

MAXIMIZE EFFECTIVENESS, MINIMIZE COSTS

With over 82 million mailings a month, CSG is a “Top 10” USPS First-Class mailer, providing capabilities to ensure the highest efficiencies for document and statement composition, printing, address cleansing, mailing and mail tracking. And since CSG employs Automated Document Factory technology to optimize efficiency and quality, your documents are produced accurately, proficiently and cost-effectively.

What’s more, our SmartColor solution has revolutionized high-volume color printing with breakthroughs in speed and quality. Adding color to documents allows you to enhance your interaction with customized color text and graphics, improving visibility and customer response. If it’s worth saying, then say it in SmartColor.



CSG SMARTCOLOR

improves customer interaction and makes a statement.



TOP 10 USPS MAILER

Over 82 million mailings per month reaching more than half of US households.



5.3 BILLION PAYMENTS PER YEAR

CSG processes more than 310 million card payments per month and 137 million ACH payments annually.



BILLING STATEMENT AS A SALES CHANNEL

We view the billing and document distribution process not merely as a collection effort, but as an engine for growth and improved customer experience.

Accordingly, we identify opportunities to drive cross-and upsell. We'll even locate firms who'll pay to insert advertisements in your unused envelope space and on your electronic billing statements.

Your established customer base is a profit opportunity, and our Marketing Services department will help you promote and sell your products by turning your statements, letters and business documents into integrated marketing campaigns. Our designers will produce inserts and "onserts" (transactional promotional advertisements) to promote your new products.

Our interactive business solutions, such as automated voice, SMS/text, SmartVideo, Conversational AI and mobile solutions, enable you to conveniently and economically deliver messages via your customers' preferred communication methods.

With CSG data analytics technology, we can maximize your marketing capability by using your customer data to personalize offers within your transactional documents and target those who are most likely to purchase. From collections and payments to customer care and interactive marketing, we give you the ability to maximize every customer interaction.



CSG KEYS TO SUCCESS

KEY FACTS

- > Over 35 years of industry experience
- > Produce more than 82 million pieces per month, making us a “Top 10” USPS First-Class mailer
- > Process 310 million card payments and 137 million ACH payments annually
- > Support nearly 10 million customers of communication services with electronic bill pay options in the US
- > Annually generate over 1.5 billion of printed statements, text messages and emails on behalf of our customers
- > Support multiple vertical market segments
- > Strategically-located output centers
- > More than 4,000 employees

KEY VALUES

- > **Client focus.** We maintain our tradition of providing outstanding client support because we know our clients are the sole reason we’re in business
- > **Commitment to excellence.** CSG has a heritage of providing uncompromised quality and unrivaled expertise
- > **Investment in technology.** We believe in investing in state-of-the-art technology as a means to provide high-quality, efficient services

THINK GREEN

WE BELIEVE THAT IT’S POSSIBLE TO STRIKE A BALANCE BETWEEN COMMERCE AND THE ENVIRONMENT. BY PARTICIPATING IN RECYCLING AND REFORESTATION PROGRAMS AS WELL AS OFFERING RECYCLED AND RECYCLABLE MATERIALS WHERE POSSIBLE, CSG REMAINS SOCIALLY RESPONSIBLE.



WHY CSG

You communicate with your customers for a number of reasons and in a variety of methods. Your billing process, for example, includes billing statements, account summaries and transactional documents. It's more than merely sending a bill or document; it's an opportunity to build stronger customer relationships, to engage your customers and to transact with them. CSG helps you optimize these crucial interactions at each "touch-point" by making them more relevant, timely, effective and efficient. CSG specializes in

billing and document output solutions, eCare and customer care, to meet the needs of cross-channel communication, and a range of digital solutions including email, SMS, video, Conversational AI, and more. We operate state-of-the-art facilities in Florida, Nebraska, and Texas.

Our centers process and mail 24 hours a day, seven days a week. Each month, CSG mails more than 82 million documents and touches over half of US households.

OUR COMPETITIVE ADVANTAGE

EXPERIENCE

For 35 years, we've developed a vast portfolio of solutions and processes based on accumulated knowledge leading to incomparable expertise.

QUALITY

By employing world-class methods, advanced technology and capable employees, CSG has set the industry benchmark for outstanding quality and unmatched accuracy.

EFFICIENCY

Strict adherence to our practices enables us to offer efficient solutions that equate into immense time and cost savings for our clients.



R&D

CSG invests an average of 14 to 15 percent of our revenue in R&D every year.



82 MILLION MAILED

CSG mails more than 82 million pieces per month, making us a "Top 10" USPS First-Class mailer.



STATE-OF-THE-ART

CSG uses robotics and the most state-of-the-art equipment in the industry.



NATIONWIDE FOOTPRINT

CSG Output Solutions is a leading provider of documents in print and electronic media communications within the business-to-business (B2B) and business-to-consumer (B2C) arenas. We specialize in developing comprehensive solutions for the composition and fulfillment of critical, time-sensitive transactional documents in the telecommunications, utilities, financial, insurance, home and security markets and more. With 35 years of providing customer management and billing solutions, we have a long-standing reputation for delivering outstanding quality and uncompromised customer service.

CORPORATE HEADQUARTERS

6175 S Willow Drive, Greenwood Village, CO 80111

PRODUCTION FACILITIES

Florida

509 Commerce Boulevard, Crawfordville, FL 32327

Nebraska

14301 Chandler Road, Omaha, NE 68138

Texas

5600 Stratum Drive, Fort Worth, TX 76137

15404 Long Vista Drive, Austin, TX 78728

INDUSTRY CERTIFICATIONS AND AFFILIATIONS

- HIPAA Compliant
- ISO 27001:2013, ISO 9001 certification
- SOX, SOC 1 compliant
- PCI-DSS certified
- Sustainable Forestry Initiative
- Major Mailers Association (MMA) Executive Board Member
- Association for Mail Electronic Enhancement (AMEE) Executive Board Member
- National Postal Policy Council (NPPC) Member
- PostCom Member
- Mailer's Technical Advisory Committee (MTAC) Stakeholder Association Representative

ABOUT CSG

CSG is a provider of software and services that help companies around the world monetize and digitally enable the customer experience. For more than 35 years, CSG has simplified the complexity of business, providing revenue management and digital monetization, payments, and customer engagement solutions to help our customers tackle any business challenge and thrive in an ever-changing marketplace.

Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually. CSG is the trusted partner driving digital innovation for hundreds of leading global brands, including Arrow Electronics, AT&T, Charter Communications, Comcast, DISH, Eastlink, Formula One, iflix, MTN and Telstra.

To learn more, visit our website at csqi.com and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).