



# **CSG DIGITAL WHOLESALE MANAGED SERVICES**

**IMPROVE EFFICIENCY AND MAXIMIZE  
YOUR INVESTMENTS BY WORKING  
WITH AN INDUSTRY LEADER**



Wholesale margins are tighter than they've ever been. Analysts predict that interconnect and settlement revenues will grow far slower than content billing or M2M/IoT revenue over the next several years. As new entrants launch data-driven services, it's more critical than ever to make sure that you're maximizing your BSS investment.

Reliance on legacy systems and manual intervention leaves you scrambling to catch up keep up with competitors and losing out revenue opportunities. You need to be able to react quickly to changing market conditions and launch new services at a fraction of today's cost.

Luckily, you don't have to do it alone.

## MAXIMIZE REVENUE AND MINIMIZE COST

CSG Digital Wholesale Managed Services transforms your wholesale operations into a more efficient and effective organization. Through optimization and automation, you can learn the best ways to decrease costs in your business, while increasing efficiency and focusing on onboarding new partners and carriers.

We offer data center and infrastructure management, applications configuration management, and applications operations for your wholesale business.

CSG Digital Wholesale Managed Services:

- Delivers overall **business improvements**, compared to the traditional focus on cost cutting
- Reduces TCO and management costs, allowing you to **reinvest strategically** in your operations
- Applies best practices and automation to **streamline operations and processes**
- Identifies peaks and valleys in traffic to **increase revenue opportunities**
- Becomes your **wholesale business management engine** including the provision of complex operations
- Acts as your **business partner** and is equally vested in your outcomes
- Proactively translates your strategy into a vision for how your **wholesale business management solution should run now and in the future**
- Drives towards **business outcomes** instead of traditional SLAs
- De-layers your current wholesale business management solution to create **flexibility and agility**



## THE RIGHT MANAGED SERVICES MODEL

CSG Digital Wholesale Managed Services eliminates the complexity from your wholesale operations, optimizing people, technology and processes. By centralizing the management of your wholesale operations, you're able to deliver innovative services faster and cut costs from your business.

CSG Digital Wholesale Managed Services can be delivered in cloud or on-premise—whatever works best for your business. CSG's cloud-based wholesale solution, CSG Digital Wholesale SaaS, delivers more flexibility and agility at a lower cost. Pay and consume only what you use or need, and avoid costly upgrades with ongoing updates, ensuring you always have the latest functionality.

Using Digital Wholesale SaaS, your data-driven operations are automated through client interfaces and published APIs. This lets you focus on the business requirements while leaving the operations to CSG. We'll help you get up and running in no time—quickly deploy Digital Wholesale SaaS with flexible payment models.

Our on-premise model brings experienced CSG staff to your location, where we collaborate on your wholesale operations and target the best ways to improve your wholesale margins. And we can transition your operations to ours quickly.

CSG transitioned an existing interconnect system from a European customer's premises, and from their staff's operations, into our Digital Wholesale Managed Services environment in four months, from inception to production. The new environment migrated active data, history and revenue management processes for 1.6 million subscribers and 570 international roaming partners.

## WHAT YOU GET

CSG Digital Wholesale Managed Services covers the entire range of wholesale billing operations, including contract management and settlement with national, international, roaming and content partners. We also offer routing optimization solutions, digital partner management, and quality testing services.

CSG Digital Wholesale Managed Services include:

- **Partner registration and self-services:** enabling partners manage accounts, exchange files, manage invoices, etc.
- **Definition of agreements with partners,** including revenue sharing with content partners
- **Reference data creation and management:** currencies, zones, exchange rates, etc.
- **Products and services management:** definition of products and services, pricing schemes, partner entities and contracts
- **Partner event processing:** processing EDRs, mediation, rating and re-pricing
- **Error management:** management and reprocessing of rejected EDRs
- **Partner invoice management**
- **Invoice settlement**
- **Logging and tracking** of full or partial payments, collections and disputes
- **Auditing and monitoring**
- **Reporting**



## THE CSG ADVANTAGE

CSG combines our market-leading wholesale solutions with 35 years of telecom expertise to deliver the best managed services program for operators around the world. We'll partner with your business to solve your most complex problems, and design service solutions that work closely with transition teams.

With CSG Digital Wholesale Managed Services, you'll have access to the most widely deployed wholesale suite on the market. CSG Digital Wholesale is the leading interconnect and settlements supplier by revenue worldwide, with a large, installed customer base of operators in 120 countries. And we know our wholesale solutions better than any other company, so we can get the most value out of our solutions.

With CSG looking after your wholesale operations, you can focus on the business itself, looking for opportunities to make strategic improvements. We'll take on the operations—you take on the market.

Contact us today to discuss how CSG Digital Wholesale Managed Services can improve the efficiency of your wholesale operations and maximize your wholesale margins.

## ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted partner for driving digital innovation for hundreds of leading global brands, including AT&T, Charter Communications, Comcast, DISH, Eastlink, Formula One, Maximus, MTN and Telstra.

To learn more, visit our website at [csqi.com](https://csqi.com) and connect with us on [LinkedIn](#) and [Twitter](#).

### MTN SOUTH AFRICA

**"WE HAVE WORKED WITH CSG FOR MANY YEARS AND WE RECOGNIZE THEIR UNDISPUTED EXCELLENCE IN MANAGING END-TO-END BUSINESS SERVICES SOLUTIONS. CSG HAS THE PROVEN BREADTH AND DEPTH OF DOMAIN KNOWLEDGE TO HANDLE OUR ENTIRE SUITE OF WHOLESALE BILLING AND OPERATIONAL CAPABILITIES."**