



## CSG DIGITAL WHOLESale

Offer innovative digital services and digitize your partner settlement

The telecom market isn't all about calls and messaging anymore. The greatest profit potential lies in the digitalization of the existing services while enabling rapid support for more advanced IoT and OTT services. CSPs need to be prepared to capitalize on the opportunity and will need to settle at higher volumes for digital services, while sharing revenue with new partners in the digital services value chain.

Traditional interconnect settlement and partner management systems aren't built for the scale or complexity of today's digital services, as most systems are traditionally voice-centric. That's why there's CSG Digital Wholesale.

### CSG DIGITAL WHOLESale

CSG Digital Wholesale is a digital partner management and monetization settlement solution designed to handle the digital partner settlement lifecycle and the high volumes of records generated by today's digital services, while maximizing your margins from traditional services. The solution is delivered on-premise, in the cloud or through SaaS—whatever model works best for your business. With CSG Digital Wholesale, CSPs can reduce costs, automate processes and keep pace with the evolution of the market.

### EARN REVENUE FROM IOT AND OTT

IoT and OTT revenues are expected to surpass \$300 billion and \$40 billion by 2020, respectively. But success lies in being able to efficiently scale and rate for content and IoT network events, as well as billing for diverse agreements and markets.

CSG Digital Wholesale is proven to rate and bill for digital services, as well as more traditional services like voice and messaging. Adapt in real time to get the most advantageous rates, and bill for services based on digital rights, licensing, vending, and other types of agreements. CSG Digital Wholesale also offers the option for direct carrier billing, allowing CSPs to incorporate charges for digital services onto the end consumers' bill.

CSG Digital Wholesale helps CSPs rate and bill for digital services like:

- Micro-payment
- Couponing
- VOD and SVOD
- TV on Mobile
- Connected car device
- Game on TV
- Cloud



## SELF-SERVICE ENABLEMENT

Retail customers aren't the only ones who expect a self-service experience—26 percent of telco B2B customers are looking for better customer support and problem resolution. CSG Digital Wholesale provides self-service enablement for voice, allowing CSPs to do paperless interconnects, promote and receive offers, and view account status from a single interface. CSPs can also top-up and gain real-time insight into performance.

## DEAL MANAGEMENT

With more pressure on voice margins and increased competition, CSPs need a way to increase revenue. With CSG Digital Wholesale, CSPs can trade outgoing traffic for revenue-generating inbound traffic, and manage the complexity of multiple dynamic deals with multiple partners. The Deal Management solution helps CSPs optimize deal agreements processes to reduce expenses and maximize margins.

## FRAUD AND DISPUTE MANAGEMENT

Fraud cases are driving an increasing number of disputes between CSPs, carriers and end customers.

Industry losses are at a staggering \$26 billion every year and impacting the bottom line. Fraud combined with bad debt when working with new partners who are less established and credit-worthy. CSPs will need to be geared up for credit and dispute management, and prove to other partners that they have a quality network.

CSG Digital Wholesale utilizes active fraud detection and Live Traffic Analysis to detect and stop traffic on CSPs' networks, and ensure that credible partners receive the service they're paying for. If any disputes arise, CSG Digital Wholesale provides Dispute and

Reconciliation Management and Credit Management solutions that allow CSPs to automatically process partner files and reconcile traffic against disputed line items.

## ROUTING AUTOMATION

The dynamic nature of digital services requires costs to be continuously optimized based on market rates available. There is also a desire to enhance service levels to partners and customers ensuring QoS issues are addressed 24/7. CSPs need a way to qualify carriers, not only with test calls, but also through limited exposure to live traffic.

CSG Digital Wholesale automatically handles the routing process using routing algorithms based on linear programming. The commercial, QoS and capacity-based routing algorithms provide updates on various network elements.

## ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital monetization solutions for every stage of the customer lifecycle.

CSG Wholesale Business Management Solution (WBMS) is an integrated suite of partner settlement-oriented products designed to make you a more efficient and profitable enterprise—in control of your wholesale business, and responsive to the change from communications service provision to digital service provision. The solution is available on-premise, in the cloud or software-as-a-service (SaaS).