



FIELD SERVICE. OPTIMIZED.

**DYNAMIC AND REAL-TIME FIELD SERVICE
MANAGEMENT FOR THE DIGITAL WORLD.**



MANAGING NOW IN A DIGITAL WORLD

In daily work and life, we are connected more than ever before. As a result, virtually every business in every industry has fundamentally changed.

Real-time is no longer a buzzword, but an expectation. Being proactive keeping your customers connected to their service journey as it evolves based on changing conditions on the day of service. Delighting customers requires communication all the way through the service journey—from the initial order to the day of service and beyond.

What happens behind-the-scenes can significantly impact customer satisfaction, productivity and revenue.

Choreographing your field service operations in this dynamic digital world is critical to delivering a differentiated customer experience. But with the real-time nature of field service it can also be one of the most challenging aspects of running your business.

CSG FIELD SERVICE MANAGEMENT: OPTIMIZED FOR YOUR ENTIRE SERVICE OPERATION

How do we know this work is hard? Because we have over 20 years' experience helping the largest digital service providers manage and optimize their field service operation before, during and after day of service. CSG Field Service Management delivers:

- Powerful features no other solution in the cable industry has, including **real-time traffic** and **optimized appointment scheduling**.
- A **cloud-based platform** that gets clients up and running fast and enables them to scale over time.

- Superior **field mobility** tools that empower your field service professionals with everything they need to do the job.
- A 360-degree view of all field activities in a single dashboard, making **field service management** easier and 1 - 2-hour service window appointment promises not only possible but achievable.
- Additional pre-integrated modules that work in concert to support every facet of the **customer service journey**, from order to fulfillment.

CSG FIELD SERVICE MANAGEMENT SUPPORTS MORE THAN 75 MILLION DIGITAL SUBSCRIBERS.



THE SMART HOME HAS ARRIVED. HAS YOUR SERVICE EXPERIENCE EVOLVED WITH IT?



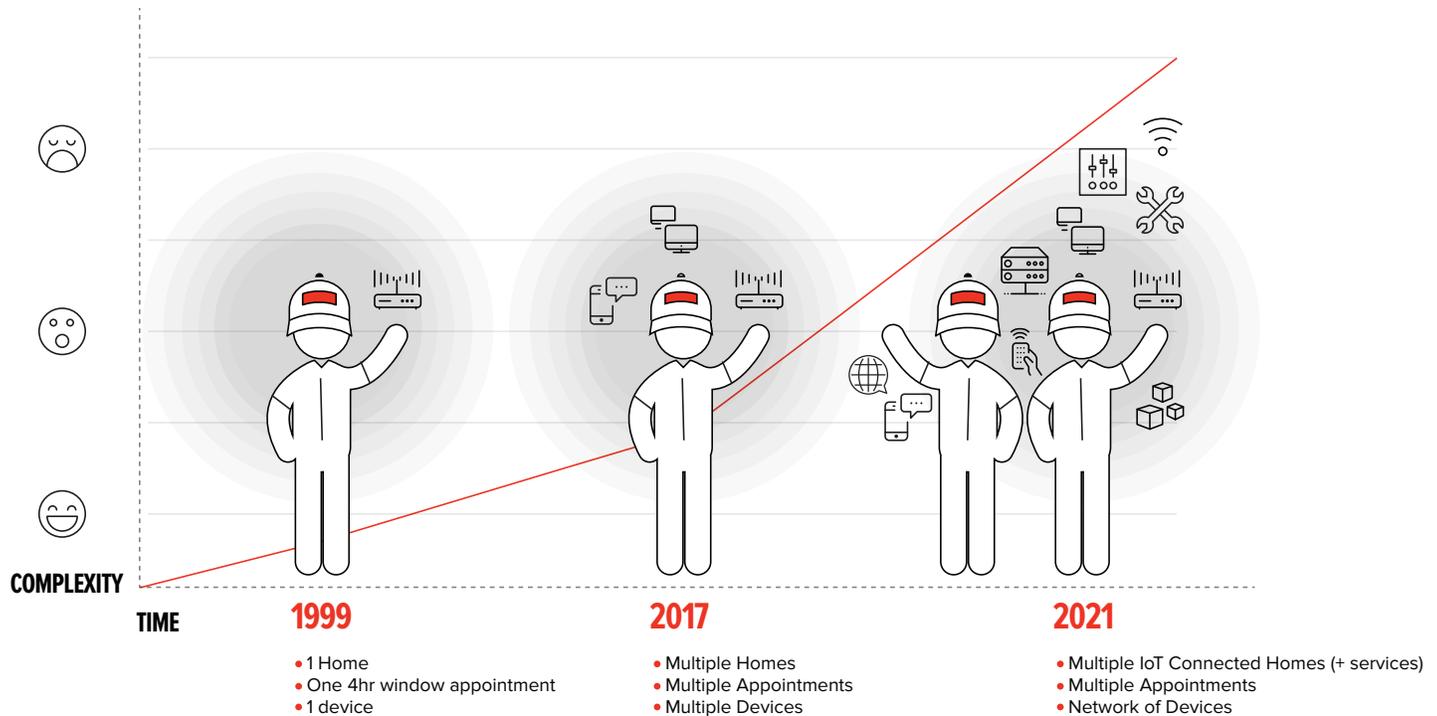
The proliferation of connected devices on your networks has changed everything about your service offerings along with the service journey and the customer experience.

Today you have more competition, more volume on your networks and increased service complexity. More connected devices in the home requires:

- > More skilled laborers
- > Greater demands on existing resources
- > More diverse labor pool
- > Increase in scheduling changes
- > A need for more integration between all touch points
- > More pressure to deliver a seamless customer experience

But you also have more opportunity than ever before. Why? Because even as consumers become more digitally savvy, they still want an interactive experience with their service provider. In fact, 84% of consumers surveyed said they wanted a skilled resource to connect just 2-5 smart home devices. Service providers have a significant opportunity to own the relationship even as the number of connected devices increases. Based on our survey 67% of consumers said they aren't confident enough to install all of their connected devices and 89% said they would use their cable technician to connect the smart home if they had the choice.

CSG Field Service Management gives you everything you need to support the customer experience today and as it continues to evolve.



THE DAILY LIFE OF A TECHNICIAN HAS CHANGED. HAVE YOU?

Field service operations used to be much simpler. Consumers only had one device—the TV. This device stayed in the home, making fulfillment of services much more straightforward. Back then, service providers could satisfy customers with a four-hour appointment window.

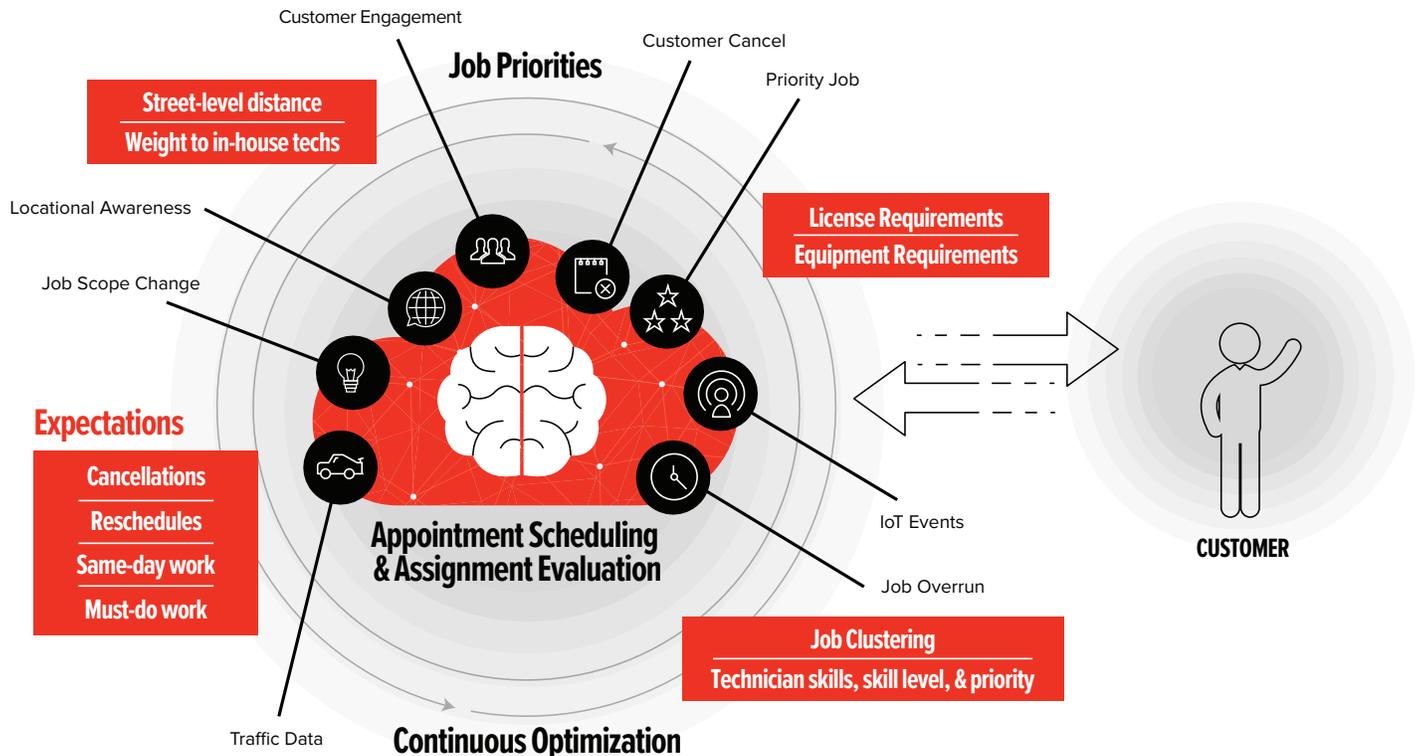
Today's story is much different. Service-oriented businesses face a myriad of challenges supporting the connected home, where multiple residents—each with their own set of personal preferences and multiple devices—seek access to services and support.

In the future, demands placed on field service operations to get the job done right will only increase, as connected consumers and devices (both in the home and mobile) will require more attention.

With so many aspects of field service shifting, has your business kept up the pace? Manual processes just won't cut it. With CSG Field Service Management, you can guarantee that you have the functionality you need to support the demands of today and tomorrow.

**CSG FIELD SERVICE MANAGEMENT
SUPPORTS MORE THAN 75,000 FIELD
SERVICE USERS EVERYDAY.**

**IT IS THE ENGINE THAT PROCESSES MORE
THAN 100 MILLION WORK ORDERS EVERY
YEAR FOR SOME OF THE WORLD'S LARGEST
SERVICE PROVIDERS.**



FIELD SERVICE OPTIMIZED

CSG Field Service Management is highly intelligent. It takes into account all of the changes that occur in the field and dynamically addresses them to maximize productivity and customer satisfaction.

Manual processes are a thing of the past. Instead, you have an intuitive, proactive platform that balances job priorities, customer expectations and the day's appointments. CSG Field Service Management works in concert with any billing and order management system, and its robust set of APIs keeps information flowing from your back-office into CSG Field Service Management and back again, ensuring that all data is current and updated based on changing conditions.

The end result? Businesses can make real-time adjustments and optimize their workforce while keeping their customers informed, connected and happy.

PROVEN RESULTS FOR OUR CLIENTS

We're focused on the here and now, giving service providers the tools they need to support the demands of consumers in a digital world. For example:



OPTIMIZED SCHEDULING

Dynamic optimization

React to changes before it impacts productivity
>700 additional jobs/day
 (10k techs)



TRAFFIC

Real Time

Current traffic conditions ensure optimal routing
2% increase in completed jobs



DISTANCE

Street-level

Accurate distance ensures on-time arrivals
98% on time arrival



CHOREOGRAPH EVERY FACET OF FIELD SERVICE AND THE CUSTOMER EXPERIENCE—AND GET UP AND RUNNING IN NO TIME

We've got the experience, infrastructure and skills to make your journey into CSG Field Service Management seamless and easy. We provide a hands-on approach to your success with dedicated resources to help you succeed every step of the way.

We have a comprehensive roadmap that incorporates the most important industry input: yours. Each year, we hold a client conference to share with you what we've got planned for future enhancements—and we listen to your needs to make the product even better than it already is. And we are always looking for easier ways to add integrated functionality that addresses specific business needs—like providing your field service organization with the tools they need to give customers what they expect.

Are you ready? We are. Let's get started!

CSG Field Service Management is part of the company's [Customer Communication Management \(CCM\)](#) portfolio, which customers utilize to send over 1.5 billion messages to their end-users each year across a diverse set of channels including print, SMS, email, online, and automated voice. CSG CCM provides flexible, personalized customer communications management and field service management solutions in an integrated approach to help deliver a unique customer experience across all digital and traditional channels.

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 [csgi.com](https://www.csgi.com) and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).