

CSG BSS Solutions for Cable Providers


A SaaS billing and customer lifecycle management platform for Broadband, Cable, and Satellite companies that accelerates your revenue growth and enables operational efficiency.

Why Change, Why Now?





With pay TV disruption, fiber rollouts, and wireless expansion comes more business complexity. A flexible and scalable billing and care solution can ensure your business is built to succeed now, and in the future. CSG's expertise in migration and **99.7% success rate**, ensures seamless transition and peace of mind.

As the market evolves, so do your business needs.

Currently supporting over **75% of the market**, CSG Advanced Convergent Platform (ACP) is the market-leading solution for billing, customer care, and business optimization. Designed as a holistic and modular solution that improves your customer and employee experience and your revenues, ACP enables you to manage your entire revenue management ecosystem from billing to customer care, and payment processing.

99.7%
Success Rate, ensures seamless transition and peace of mind.

 <p>Reduce Complexity and Cost</p> <p>Potential to save 15% in infrastructure costs and reduce operational headcount by 35%.</p> <p>A 97% order accuracy rate, ensures unnecessary costs are avoided.</p>	 <p>Increase ARPU</p> <p>Boost conversion rates by 30% and increase ARPU by up to 15% YOY.</p>	 <p>Migrate with Less Risk</p> <p>Successfully migrated 30 million subscribers in last 5 years with 99% success rate.</p>	 <p>Flexible for the Future</p> <p>Our customer-informed roadmap and \$46 million annual R&D investment ensures your business needs are met with fewer ongoing costs. One customer saved \$1 million through CSG's roadmap.</p>
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CSG ACP Benefits



Quickly Unlock Growth Opportunities

Tap into CSG’s cutting-edge revenue management portfolio. Whether your business is expanding into wireless, offering new subscription services, or adding new business lines, ACP’s configurability is designed to help you flex for the future.



Increase Revenue with Best Offer Recommendations

Help agents and customers build the best bundles. Harness the power of artificial intelligence (AI) and machine learning (ML) to simplify the process of matching customers with the best offers.



Proactively Retain and Manage Customers

Track interactions and leverage a 360° view of the customer with our pre-integrated agent desktop. Provide your agents with necessary information to support ordering and issue resolution while simultaneously improving productivity.



Make Smarter Business Decisions with Reporting

Uncover the insights in your data to make better business decisions. Access and query your data from our cloud data warehouse, and always be in the know with real-time data streaming.



Improve Time to Payment

Make it easier for customers to pay with multiple payment channels leveraging alternate payment methods to improve cash flow and decrease bad debt. Then, monitor revenues with real-time reporting, collections functionality and more.



Rely on Proven Scalability

Get your offers and bundles to market faster with a system that can keep up. CSG ACP can process thousands of transactions per second.



Ensure Regulatory Tax Compliance

CSG can help you stay compliant with tax regulations. We take care of the heavy lifting so you can focus on running your business.

How to Get Started

Contact us today to simplify the billing process, improve the customer experience, and drive your business growth.



76M+

Subscribers Supported

125K+

CSRS Supported

6B+

Supporting 6,000
Transactions per second /
6B+ Transactions per month

160M

Credit Card Transactions
Processed Annually

65M

Automated Clearing
House (ACH) Payments
Processed Annually