

# CSG Dash

## Analytics & Business Intelligence

### Data is The New Gold

Is your company drowning in data? From wearables and health sensors to smart vehicles, smart cities and connected homes, the amount of data generated by connected devices is ever-increasing (almost 80 zettabytes of data by 2025). With more data to manage than ever, the ability to find insights that make a meaningful impact on your business is worth its weight in gold.

Like the precious metal itself, data is extremely valuable, but only with effective mining and analytics can its true value and potential be unlocked. Don't get mired down in spreadsheets for hours searching for a signal in the noise— instead, start guiding informed, strategic decisions your business relies on, with real-time insights and actionable data just a click away.

### Turn Your Wealth of Data Into Profit

With decades of experience in BSS and OSS, CSG knows how complex telecom data can be. That's why we built CSG Dash, an analytics and business intelligence solution. With Dash, you can manage, analyze and share data across your entire

organization, enabling the decisions you need to make today to support your business tomorrow.

- With CSG Dash's analytics and business intelligence, you can:
- Monitor trends and quickly react to new opportunities with real-time dashboards
- Automatically notify stakeholders when a critical KPI has been surpassed (e.g., outage percentage threshold)
- Stay informed from anywhere, with support for web browsers and mobile devices
- Maintain a single source of truth with a cloud-native overlay for your existing data warehouse

### Say Goodbye to Inflexible BI

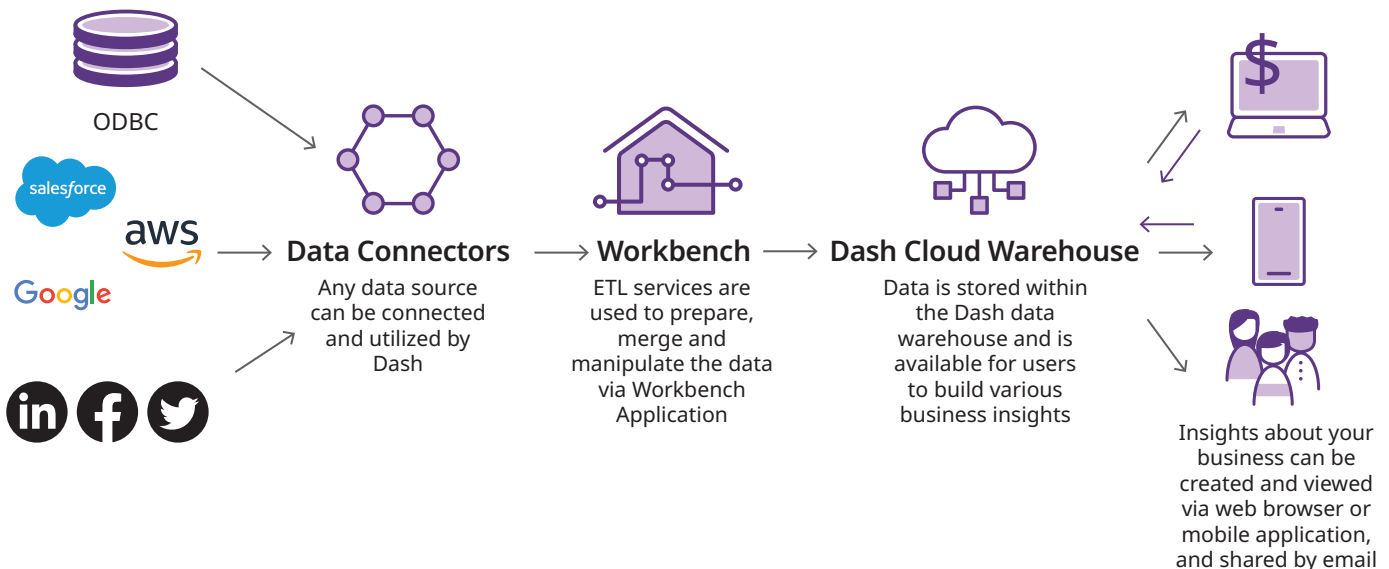
Many BI providers want you to buy an entire, full-featured package, with no flexibility on the reports or data sources that you want. But with CSG Dash, you get the reports and insights you need without the massive price-tag you don't. With our platform and your data, you'll be able to build custom reports and dashboards for the only business that matters: yours. descriptions, taxation events and more.

During the Dash implementation, our data scientists and data engineers will work with your team to identify the data you want to highlight, then develop processes to retrieve data on demand or at pre-determined intervals. Once the data has been extracted, transformed and loaded, start building your own dashboards from our templates, or work with our team to build out custom dashboards.

Want to make your analytics and BI even more intelligent? Add predictive analytics for Dash, with machine learning algorithms, artificial intelligence and predictive analytics that can anticipate outcomes and recommend the best course of action (e.g., prompting customers to request a callback instead of waiting on hold when they have an issue).

## How It Works

**CSG Dash collects the data you want to analyze and monitor from other CSG applications, as well as external data sources. CSG Dash is a feature rich platform utilizing plug-and-play configuration, with 600+ pre-built connectors and custom API support that's data source and platform agnostic.**



## Key Features

### Consolidated dashboard reporting tool

Merges various reporting and SLA/KPI metric elements into a single pane of glass view for all products and services.

### Collaboration tools and platform

Work better together with alerts, Excel and PowerPoint report plug-ins, and email and text sharing options to on.

### Data analysis without limits

Workbench ETL (Extract, Transform, Load) services makes it easy to merge and manipulate different types of data into the cloud with full encryption functionality.

### Decision-making facilitator

Make data-driven decisions quickly based on consistent and targeted data visualizations.

### Historical context for future decisions

Transform the “what happened” business insight reports into strategic tools, with predictive analytics to prepare for and prescribe action for likely outcomes.

### Cloud-native security and scale

Safeguard your data with a secure, cloud-native AWS cloud platform in compliance with CSG and industry security standards (redundant, encrypted by AES 256, SSO, etc.).

## About CSG

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. Our customer experience, billing and payments solutions help companies of any size make money and make a difference. With our SaaS solutions, company leaders can take control of their future, and tap into guidance along the way from our more than 5k-strong experienced global team.

Want to learn more about how to be a change maker and industry shaper like our 1,000-plus clients? Visit [csgi.com](https://www.csgi.com) to learn more.