CSg Encompass

Be a Digital B2B2X Commerce Leader with CSG Encompass

The race to maximize 5G ROI is on. From network-as-a-service to Industry 4.0, from monetizing edge deployments and network slices to innovative multi-party offerings, CSG Encompass has your commercialization requirements covered.

Every industry, from telecommunications to health, is undergoing a digital transformation. They're reinventing the way they create and deliver services for 5G consumers. They're taking advantage of the exceptional throughput and ultra-low latency of 5G, knocking down the barriers to delivering and monetizing amazing digital experiences for retail and enterprise customers. Embracing innovation will separate the leaders from the pack.

This is the B2B2X era where every digital interaction is potentially part of a multi-sided partnership between CSPs, their partners and their customers.

We are entering a new era of collaboration where we can create and deliver more together than we ever could alone.

> **EMBRACING INNOVATION IN DIGITAL COMMERCE WILL SEPARATE THE LEADERS FROM THE PACK.**

B2B2X MADE EASY

CSG Encompass is the only solution designed and built to manage multi-sided business models for the communications industry, unifying the commerce journeys of CSPs, their partners and their customers. The platform reduces the complexity of B2B2X ecosystems, expanding CSPs portfolios with a multitude of partners. No matter where you're starting from, CSG Encompass has your commercialization requirements covered.
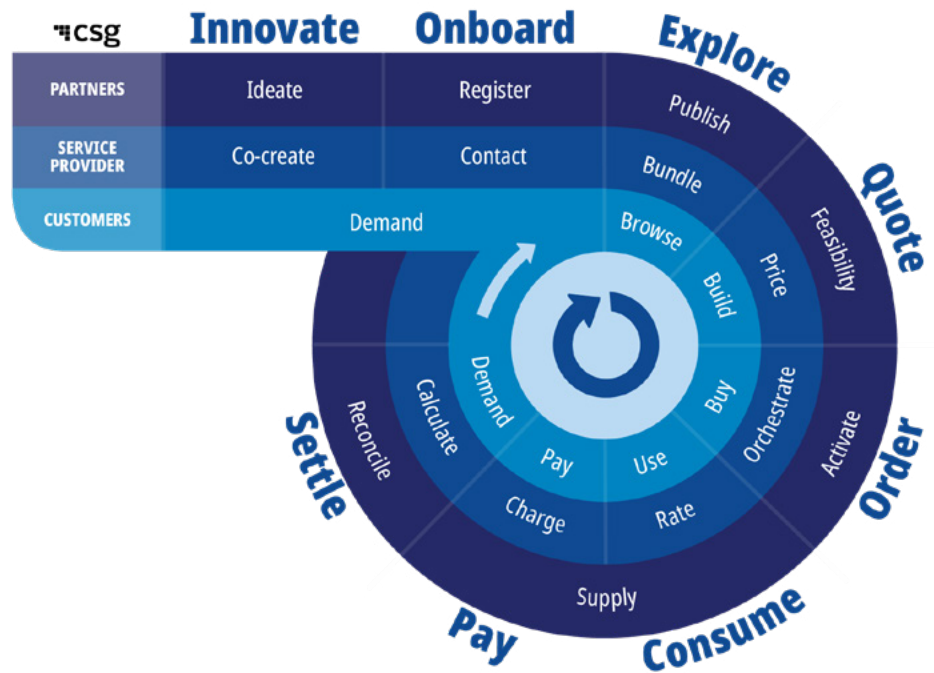
Manage the Concept to Cash Cycle

Concept to Offer

Grow your business by expanding your portfolio and entering new markets. With CSG Encompass, you can streamline your ecosystem management across a diverse range of partners—from the largest industry leaders to small niche providers—with zero-touch processes from onboarding to activation to settlement. Create differentiated multi-party offerings to perfectly target your market segments with our powerful unified catalog.

Order to Activation

Engage and delight enterprise and retail customers alike with the ability to build out their own packages, with dynamic availability and pricing seamlessly integrated into the offer process. Allow them to combine connectivity and third-party offerings exactly how they want; and then seamlessly orchestrate activation across your own and third-party systems with catalog-driven workflow and open interfaces. Keep the customer informed every step of the way with AI-driven journey management.

Usage to Cash

Make sure customers get the quality of service they're paying for with optimized service delivery, based on contracted SLAs, service types and payment models. Drive usage with real-time promotions and notifications so customers are always engaged. With Encompass, you'll never miss a revenue opportunity.

KNOW YOUR CUSTOMERS?
SHOW YOUR CUSTOMERS.

Encompass works seamlessly with our comprehensive, unified customer engagement platform Xponent™, bringing disparate data about your customers together to deliver predictive insights that improve outcomes fast. Raise the stakes and raise the bar to transcend customer expectations and create their best next experience.

The Encompass Advantage

Amplify ROI with B2B2X

Amplify the value of your technology investments and reinvent the way you do business with CSG Encompass. Quickly build and launch offers that keep customers coming back for more (and generate ROI on your network investments). Plus, make your operations more efficient by managing the entire concept-to-cash lifecycle and partner ecosystem from a single platform.

Rich Innovation

Simple subscription solutions can't scale for success. CSG is the leader in digital commerce solutions for the communications market. Unleash your commercial creativity with sophisticated catalog-driven monetization capabilities and effective digital partner management. Mix, match and monetize offerings that are personalized down to the individual market or customer.

Future Ready, Today

Your software shouldn't limit your potential. CSG Encompass scales to a limitless number of partners and services, leveraging cloud, open interfaces, microservices and zero-touch practices to securely scale alongside your business.

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 CSG services team.

Want to learn more about how to be a change maker and industry shaper like our 1,000-plus clients? Visit **csgi.com** to learn more.