

Partnering For Success

CSG and Microsoft

Creating competitive advantage through speed and innovation

When two experts in their respective fields come together, everybody wins. Case in point: CSG and Microsoft. The combination of CSG's innovative revenue management solutions and Microsoft's Azure cloud hosting platform offers a wide array of benefits for customers.

The Challenge

A wave of change is coming to the telecommunications industry. With the introduction of 5G and the implementation of new business models like marketplaces, B2B2X and the Internet of Things (IoT), communications service providers (CSPs) are faced with a host of challenges, as well as opportunities. To position themselves for success, CSPs need innovative services to stay in front of the competition, superior CX to gain market share, and lower cost structures to drive profit margins. A commitment to digital transformation is essential to successfully navigate the coming wave.

The Solution

Microsoft Azure is a secure, flexible and scalable cloud platform that delivers enterprise-class performance. CSG utilizes Azure to host its revenue management and software-as-a-service (SaaS) solutions. By doing so, CSG can deliver rating, mediation, real-time charging, complex billing and wholesale interconnect at scale to support innovative, fast-growing CSPs. This powerful combination benefits customers in many ways:



- By utilizing the capabilities of two industry leaders and an end-to-end managed service, customers are free to focus on innovation instead of technology maintenance
- Proven collaboration resulting in a solution that is secure, scalable and reliable, allowing CSPs to manage increasingly volatile transaction volumes
- Delivers value to customers by offering cost-efficient software and hardware solutions that are driven by configuration and automation

From development to testing, and finally to production, CSPs can manage revenue in the cloud. By using CSG's solutions hosted in Azure, CSPs can utilize the latest versions of innovative solutions and configurable out-of-the-box offerings, which both lowers costs and supports the early adoption of new capabilities to keep ahead of the competition. The solution also reduces the time needed for bringing a new service to market. A streamlined, automated solution powered by Agile methodologies and DevOps increases efficiency while cutting costs.

Proven Results

A \$3 billion global communications company with over 10 million subscribers knew they had to implement a digital transformation strategy to remain relevant in the marketplace. As part of this transformation, their goal was to move revenue management entirely to the public cloud. Due to the nature of their business, the ability to manage a massive amount of critical, real-time network transactions was a key factor. The client turned to CSG and Microsoft to deploy a cloud-based revenue management solution.

As a result of this collaboration, everything from streamlining new product releases to reducing outstanding invoices can now be accomplished without disruption and at astonishing speed. By relying on the partnership of CSG and Microsoft, the client is well-equipped to overcome future obstacles and continue their digital transformation journey.

CSG AND MICROSOFT HELPED A \$3 BILLION GLOBAL COMMUNICATIONS COMPANY WITH OVER 10 MILLION SUBSCRIBERS MOVE REVENUE MANAGEMENT TO THE PUBLIC CLOUD.

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.

