



Prepare Your Business Not Just for the Next Big Thing—But for Everything

Unlock the unlimited possibilities of 5G. Monetize any service to any customer. Create loyalty-winning customer experiences.



Superior products and services aren't enough anymore. Today's telecom consumers and enterprise customers demand a cohesive, end-to-end, digital-first approach. Achieve that, and your business will drive growth, create new revenue streams, and deliver extraordinary customer experiences. How will you do it? With the right partner.

Crush the Complexity with Future-Forward Solutions

Whether you're striving to drive 5G monetization, acquire and retain customers or orchestrate B2B2X ecosystems, CSG's SaaS solutions have you covered.

With 40+ years of experience in telecom business transformation, CSG delivers the results you need with the technology and customer-obsessed experts you can trust.

- Monetize any service to any customer on any network
- Accelerate time to market and time to revenue
- Quickly diversify into new verticals
- Grow loyalty with personalized, proactive and predictive experiences for B2C and B2B customers
- Manage risks with a security-first approach

Leverage CSG's portfolio of solutions purpose-built for telecommunications



Catalog and CPQ



Order management



Billing



Charging



Policy control



Digital partner and ecosystem management



Wholesale settlements



Customer experience management



Digital engagement channels



Payments

Accelerate 5G Monetization with CSG Encompass

B2B and B2B2X business models present opportunity—and complexity—on a whole new level. Master them both.

CSG Encompass enables you to stand out in a crowded market, gain B2B market share and diversify with new B2B2X revenue streams. Our cloud-native SaaS monetization platform offers the functionality, interoperability and scale necessary to create, control and monetize game-changing B2C, B2B and B2B2X offers and services. Across any network. For any customer.

CSG Encompass optimizes your entire quote-to-cash digital commerce cycle with end-to-end functionality including catalog, configurable pricing and quoting, order orchestration, real-time charging and partner management.

Elevate Customer Experience with CSG Xponent Ignite for Telecommunications

Deliver next-level experiences in weeks—not months or years—using a customer engagement solution built for your industry.

Today, communication service providers need to provide proactive and contextual omnichannel communications and engage customers in real time to drive growth and loyalty. CSG Xponent Ignite helps you deliver these experiences quickly—with pre-built, industry-tested customer journeys drawn from CSG’s 40+ years of working with telecommunications companies.

We help you take the guesswork out of building a business case and where to start so you can quickly deploy an industry-leading customer experience. Once the journeys are implemented, you’ll monitor and optimize them through comprehensive real-time dashboards. The next generation of customer engagement is here with the promise of shortened time to value and better business outcomes—all at a low risk to your organization.



The CSG Advantage

Becoming future-ready in telecommunications requires not only best-in-class platforms for digital commerce and CX, but also a trusted telco expert to provide them. With CSG, you get it all.

1 EXPERTS AT COMPLEXITY

We are experts at making the complex easy. We empower you to take on the complexity of 5G and multi-sided commerce models and enable you to focus on innovation.

2 NEW BUSINESS OPPORTUNITIES

We understand that no two digital transformations are the same. CSG delivers results that match your business needs.

3 UNIQUE TRANSFORMATIONS

We offer support for the most complex business models including network slicing, value- and outcome-based charging, SLA-based charging, metaverse use-cases, NaaS, etc.

4 SINGLE VENDOR

Our solutions support all customers, services, partners and network types and allow you to easily integrate new capabilities and features with minimal disruption to ongoing business operations.

WHAT WE OFFER



CPQ & ORDER MANAGEMENT

Automate the quote-to-cash process with a CPQ designed for all the complexities of the B2B and B2B2X telco market. With our CPQ, you can easily handle multi-line, shared-access orders.



REVENUE MANAGEMENT & MONETIZATION

Monetize all possible business and pricing models, including transaction-based, value-based, network slicing and edge models. CSG offers a full commercialization solution on a single cloud-native platform.



DIGITAL PARTNER MANAGEMENT

Create a robust and collaborative digital marketplace that drives real value and revenues while reducing overheads with zero-touch onboarding, rapid service launch and partner self-care.



CUSTOMER EXPERIENCE ORCHESTRATION

Drive customer loyalty with every interaction with intelligent and data-driven customer engagement platform designed specifically for telecoms. Offer your B2B customers the same level of real-time personalization and omnichannel engagement you offer your B2C subscribers.



DIGITAL WHOLESALE

Optimize your entire wholesale business using the world's most widely deployed wholesale management solution for trading, routing, QoS assurance, inter-carrier billing, and partner settlement.



CLOUD-NATIVE DIGITAL BSS

Transform your BSS infrastructure with minimal disruption to your existing network, services, partners, customers, and most importantly, your revenues.



PAYMENTS & MERCHANT SERVICES

More payment methods should mean more cashflow, not more hassle. Use an integrated set of payment channels to simplify how customers pay you online, on the go or in-person.



VALUE-ADDED PRODUCTS AND SERVICES

Use our expertise to ensure you get the most from your investment. From consulting and managed services to add-on products and solutions, we will work with you to streamline your operations and boost your growth.



WORKFORCE OPTIMIZATION

Field service in telecom is full of moving parts that cost time and money. Optimize all of them—from technician dispatch to reporting workforce metrics—using cost-saving solutions tailor-made for telcos.

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.

Be prepared, not just for the next big thing, but for everything. It's time to see beyond the horizon with CSG. Visit [csgi.com/telco](https://www.csgi.com/telco) to learn more.