



CSG: A Top Provider in Print Services

The latest results are in: CSG’s print services stand out among competitors in key categories from operational efficiency to technology.

In their 2020 Best Practices Assessment, Madison Advisors ranked CSG’s Omaha print operations facility in the top quartile of 71 different print service providers and companies. According to the independent research and consulting firm, CSG’s headquarter print facility in Omaha “achieved scores that are higher than other external service providers in practically every category.”

WHAT IS THE BEST PRACTICES ASSESSMENT?

A Madison Advisors BPA is a comprehensive study that examines best practices across the converging markets of high-volume, mission-critical transactional output, multichannel delivery, print on demand and electronic delivery operations. The BPA compares the print services of outsource providers as well as the in-house print operations at a variety of companies.

MADISON ADVISORS’ KEY FINDINGS

In the 2020 BPA, Madison Advisors issues scores across categories on a 0 to 5 scale, and an overall score from the weighted ratings. See a sample of how CSG’s headquarters facility rated in the next column:

| | CSG OMAHA | INDUSTRY AVERAGE |
|------------------------|-------------|------------------|
| Overall | 81.7 | 68.0 |
| Technology | 4.7 | 3.7 |
| Workforce Utilization | 4.7 | 4.2 |
| Operational Efficiency | 4.6 | 3.9 |

Here is what stood out to Madison Advisors about our print operations in the 2020 BPA.

STATE-OF-THE-ART TECHNOLOGY

“[The Technology score for] Omaha is much better than other print service providers because of the investments made in the work management systems and efforts to streamline workflow while optimizing job size.”

“[CSG] OMAHA ACHIEVED SCORES THAT ARE HIGHER THAN OTHER EXTERNAL SERVICE PROVIDERS IN PRACTICALLY EVERY CATEGORY.”

— MADISON ADVISORS BPA FOR CSG, 2020

Madison Advisors noted our Omaha facility's cutting-edge processes and equipment. These technology investments allow us to deliver better product quality with greater efficiency, and our customers reap the benefits.

DIVERSE CUSTOMER BASE

"[CSG's] customer base is widely varied which provides a strong base of work from a variety of markets."

We've developed multiple input processing systems and handle work that spans virtually every SLA requirement and delivery timing in a month. We're not a niche provider, but our flexibility will make it seem like we are—and for your industry.

FOCUS ON COMPLIANCE

"...[T]he focus on operator training and certification appears to be as good as any competitor, if not better."

Whether you're in healthcare, banking or another regulated industry, you can rest assured CSG is keeping your strict obligations top-of-mind in our print-and-mail operations.

ROCK-SOLID BUSINESS CONTINUANCE

"CSG has solid [business continuance] plans and utilizes them especially with regard to sharing work between facilities."

We can flex our resources to accommodate the ebb and flow of work input scheduling. We prepare adjustments on our end so you don't need to adjust your expectations.

OTHER HIGHLIGHTS

- Competitive cost structure
- Streamlined workflow
- Experienced in all formats

ABOUT MADISON ADVISORS

Madison Advisors is a consulting firm that specializes in helping Fortune 1000 companies advance their print and electronic communications strategies and solutions, including enterprise output management, content management, customer relationship management, e-billing, and infrastructure technology. To learn more, visit www.Madison-Advisors.com.

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 to learn more.