

CASE STUDY

SATELLITE COMMUNICATIONS

PROVIDER MONETIZES

MOBILE BROADBAND

CONNECTIVITY

RESULTS

The provider can now run its retail and wholesale business on Encompass, with CSG managed services handling operations for even greater efficiency. The provider has been able to launch next-generation satellite services to deliver satellite, airborne and maritime connectivity.



1M

subscribers supported



24/7

support from managed services



\$1M

worth of CDRs processed monthly



9M

events processed every month

WHO?

The customer is a global satellite communications provider.

WHAT?

When the customer saw increasing demand for data on the move, they wanted to offer prepaid and postpaid plans and needed a solution that would let them rate and charge users for their mobile broadband connectivity services. They also needed a way to rate and settle transactions with resellers of their connectivity services.

HOW?

The provider chose CSG Encompass, Intermediate and Digital Partner Management for revenue sharing of wholesale and retail charges between customers and value-added resellers in the value chain. Encompass supports prepaid and postpaid billing, as well as the complex B2B2X value-added reseller (VAR) relationships.

Intermediate processes batch events to value-added resellers, and Digital Partner Management helps the provider rate and settle charges with their partners. The entire solution is delivered through CSG managed services, which lets the provider take advantage of best practices in billing and revenue management.