



TIER 1 OPERATOR STREAMLINES ENTERPRISE MONETIZATION WITH CSG SINGLEVIEW



THE CHALLENGE

The customer is a Tier 1 communications service provider in North America, supporting large enterprise and government customers worldwide. The customer wanted a single, consolidated platform to manage their enterprise customer base, which would replace the over 40 legacy systems they had deployed. The customer needed an automated, dynamic platform to increase operational efficiency while significantly reducing costs.

THE SOLUTION

The enterprise ecosystem is complex, and the customer identified CSG as a strategic partner that could handle the unique scope and scale of enterprise customer needs. In selecting CSG Singleview, they have a platform that manages the monetization needs of their large enterprise, multinational and state and federal government customers across their broad services portfolio. They can support a wide variety of complex charging relationships, cross-charging and hybrid charging models. The solution also dynamically manages billing relationships, hierarchies and legal entities, so the CSP can accurately bill different parts of the organization in accordance with their customer's preferences. For the customer's most complex accounts—multinational enterprises with locations

across the globe—Singleview facilitates multiple currencies and conversions required for other countries, along with the requirements of languages and taxation calculations relevant to the billing region.

In addition, CSG simplifies complex business entities and processes by providing modeling tools for customers, contracts, products and services. A flexible configuration layer can model any business process and workflow. Singleview makes tariffing simple by processing each event in parallel to generate multiple charges, which may be needed to efficiently manage revenue sharing between partners, agencies and other customers. A full general ledger and revenue recognition are provided, with a standards-based integration to ERP systems.

With built-in repeatability and sustainability, Singleview is scalable, comes preconfigured and offers several frameworks for enterprise billing. The solution offers superior interoperability for enterprise customers; with an open integration using standard technologies and protocols, it is simple to integrate other enterprise solutions such as their CRM and analytics solutions.

Singleview also allows the customer to provide a consolidated enterprise invoice from multiple downstream systems, offer a globally consolidated invoice and the ability to interface with existing ordering, provisioning and inventory systems.



40 LEGACY SYSTEMS REPLACED BY SINGLEVIEW

\$200 MILLION PROCESSED PER MONTH

25,000 CUSTOMER HIERARCHIES

250,000 HIERARCHY NODES

5 MILLION VARIED SERVICES

THE RESULTS

Singleview replaced 40 legacy systems, allowing the customer to run their BSS operations in a cost-efficient manner. As a result of the partnership with CSG, the customer has improved overall enterprise customer satisfaction through an aligned process from order to book, representing services in their customers' own cost center structures and improving invoice accuracy and consolidation.

CSG has helped the customer reduce the costs of maintaining legacy systems by aligning skills and teams across the globe, consolidating billing solutions and standardizing capabilities across different markets.

The customer is now able to support the processing of over \$200 million a month across more than 25,000 complex customer hierarchies, supporting more than 250,000 hierarchy nodes and covering over 5 million varied services. By utilizing CSG's revenue management, wholesale, mediation and strategic solutions, the customer was able to significantly cut costs, streamline operational efficiencies and prepare for the future.

ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted partner for driving digital innovation for hundreds of leading global brands, including Airtel Africa, América Móvil, AT&T, Charter Communications, Comcast, DISH, Formula 1, Hutchison 3 Indonesia, Inmarsat, Mastercard, Maximus, Microsoft, Mobily, MTN, New Leaf Service Contracts, State of California DMV, TalkTalk and Telstra.

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