

CASE STUDY

APAC CSP BOOSTS

EFFICIENCY OF ENTERPRISE

OPERATIONS WITH CSG

RESULTS

The CSP has transformed its enterprise billing to be more cost-effective with CSG, while still supporting the needs of its large, diverse enterprise customer base.



25

billing instances consolidated onto CSG Encompass



600M

transactions handled per day



BILLIONS

of dollars in billing processed annually for largest customers



20%

savings in cost to serve

WHO?

The customer is a leading telecommunications and information company in the Asia-Pacific region, offering voice, mobile, internet, television and other services across all market segments.

WHAT?

To support their enterprise segment, this communication service provider (CSP) has a specialist practice to meet the communication needs of the country's largest organizations, including banks, insurance companies, and government departments.

The CSP had its own in-house billing software, supported by a team of over 100 people, with multiple instances of the billing system being set up to meet the complex requirements of individual customer contacts. This led to minimal reuse, inaccurate billing, and poor system validation, resulting in account disputes and long timeframes to recognize revenue.

HOW?

The customer deployed CSG Encompass to meet their requirements for scalability and flexibility in catering to large and varied customers. With CSG's enterprise billing solution, the CSP's enterprise and government customers can choose from a standardized menu of offerings, decreasing costs and time to market while increasing customer satisfaction.

The CSP can use Encompass to mirror corporate hierarchies and create sub-invoices within organizations, accelerating onboarding and reducing errors. The CSP also partnered with CSG on managed services to handle core activities like billing operations, technical services and management of legacy systems. They benefit from greater standardization across operations, with reusable frameworks to streamline business processes and support sophisticated enterprise customer needs.