APAC CSP Boosts Efficiency of Enterprise Operations with CSG

The Challenge

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. To support their enterprise segment, the communication service provider (CSP) has an enterprise practice that specializes in meeting the communication needs of the largest organizations in the CSP's home country, including banks, insurance companies, large corporations and government departments.

Driven by the dual needs of better serving their customers and improving their operational processes to be more adaptable and cost-effective, the CSP realized the importance of overhauling its enterprise billing operations. The customer had its own in-house billing software, which was coded, maintained and supported by a team of over 100 people. Due to the complexity and tailored nature of the individual customer contracts, the CSP set up multiple instances of the billing system to support different requirements, each with minimal reuse. The CSP also had to contend with inaccurate billing that required manual intervention to correct errors, as well as poor system validation, which led to account disputes and longer timeframes to recognize revenue.

25 BILLING INSTANCES
consolidated onto CSG Encompass

20%
savings in cost to serve

600 MILLION
transactions handled per day

BILLIONS OF DOLLARS
in billing processed annually
for largest customers

The Solution

The CSP's enterprise leadership knew they needed to deliver a better customer experience for existing customers and reduce the time and cost to bring new customers online. The customer deployed CSG Encompass in a program designed to meet their requirements for scalability, along with the flexibility to cater to large and varied customers.

Encompass forms the basis of a standardized "billing engine," with 25 ad hoc enterprise billing instances migrated onto a single instance of Encompass. 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 new billing engine offered the CSP needed agility for standard contract customers, while retaining the flexibility for customers with highly customized contracts. The CSP can use Encompass to mirror corporate hierarchies and create sub-invoices within organizations, speeding up onboarding and reducing the errors in enterprise invoicing.

The CSP also partnered with CSG on managed services to handle core activities such as customer onboarding, billing operations, technical services and management of legacy systems. They benefit from greater standardization across operations. The reusable frameworks of Encompass help the CSP reduce the risk of errors with system consolidation, streamline business processes and support sophisticated enterprise customer needs.

The 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. With CSG managed services, the customer has realized 20 percent savings in cost to serve. They have also reduced the costs and manual effort through rationalization of existing systems.

With CSG Encompass, the CSP is able to process several billion dollars' worth of billing and settlements annually for its enterprise group. With CSG's mediation and wholesale solutions, the CSP can handle more than 600 million transactions per day for tens of millions subscribers on its networks and IT infrastructure.

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.