

CASE STUDY

RESOLVING BILLING COMPLEXITY

FOR A WORLD-LEADING

PAYMENT PROCESSOR

RESULTS

With CSG's billing and revenue management solutions, the customer has streamlined their billing processes, reduced operational costs, and ensured compliance. They are now better equipped to manage complex customer relationships and respond quickly to market demands.



40%

TCO reduction



8-10 hours

per week saved for weekly posting

WHO? The customer is a global payment processing corporation.

WHAT?

The customer faced challenges in managing complex customer relationships and hierarchies, with a lack of provisioning resulting in immediate access to core services without proper control. They dealt with multiple fees and parties billed on single transactions, leading to increased manual billing and billing errors. Additionally, they faced regulatory and compliance risks due to insufficient audit capabilities and struggled with comprehensive reporting for revenue generation and operations. These issues collectively led to a high total cost of operations (TCO).

HOW?

The customer selected CSG's advanced revenue management and monetization solutions to reduce manual billing errors and associated costs.

These solutions also enabled revenue leakage recovery and established a comprehensive audit trail to meet regulatory and compliance requirements.

By improving billing assurance and operational reporting capabilities, the customer could better track and manage their revenue streams.

CSG also enabled the customer to significantly accelerate time to market for new services, contributing to overall operational efficiency.