



INTERNATIONAL
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CSG Wins TMC CRM Excellence Award

CSG Workforce Express Selected for Streamlining Field-Service Operations for Better Customer Care

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG International, Inc.](#) ([NASDAQ: CSGS](#)), a global provider of interactive transaction-driven solutions and services, today announced that it has been chosen as a TMC CRM Excellence Award winner.

CSG was selected for [Workforce Express](#) (WFX), the company's holistic platform and integrated application suite that enables the successful management of enterprise field-service operations for most of North America's largest cable operators. The CSG WFX suite uses patented routing technologies and location-based services to support collaborative real-time communications among field technicians, dispatch operators, and customers. Smart mobile devices and integrated third-party GPS data empower technicians by providing on-the-go access to job, account, and inventory data and by supporting tech-to-tech and tech-to-dispatch communications that optimize service delivery. The solutions also include capabilities that allow field workers to update inventory in real time when equipment is removed, added, or swapped at customer locations.

"The 15th Annual CRM Excellence Awards has recognized CSG for being a true CRM partner to its customers and clients," said Rich Tehrani, TMC's CEO and Group Editor-in-Chief. "CSG has demonstrated to the editors of CUSTOMER magazine that Workforce Express improved the processes of their clients' businesses by streamlining and facilitating the flow of information."

The deployment of CSG Workforce Express offers numerous business benefits such as:

- An 85% or more reduction in open work orders. Service providers can significantly reduce the number of open work orders by centrally managing field-service operations to support rapid billing for customers after installation, which also improves accounts receivable results.
- Up to a 200% improvement in service levels and average handle times.
- A central support center to streamline all field-service requests and jobs by managing all work orders, technician schedules, and requests from a single location.
- Unparalleled efficiencies by using WFX task and messaging systems to support staffing requirements and facilitate improved mobile and real-time communications with the field, improved execution of work, and efficient management of requests.
- Reduced costs. The deployment of WFX TechNet, CSG's mobile application for field-service technicians, eliminates the need for paper work orders. Combined with GPS functionality WFX also enables more efficient routing of field technicians to the most appropriate service calls.
- Common, standardized processes. The WFX platform and centralized approach supports a set of standardized processes for all dispatchers and technicians to use regardless of location, which in turn enhances the ability to manage field-service operations consistently across an organization.
- Shorter appointment windows and same-day repairs. The efficient field-service management platform allows the operator to offer shorter appointment windows and same-day repairs to customers, which it could not previously offer because of process and system constraints.

"The entire CSG workforce management suite is designed to help field-service workers become more efficient and engaged so that they can provide better customer service on site," said Ken Kennedy, chief technology officer and senior vice president of product management at CSG. "Integrated GPS and collaborative technologies allow clients to manage inventory from the field, reduce idle time, and improve quality of service, which means shorter wait times for customers and fewer inbound inquiries to call centers—in other words, an enhanced customer experience."

CSG WFX enables clients to offer appointment windows as precise as 60 to 120 minutes. The solution is compatible with all major billing platforms and supports dynamic, real-time workforce management, dispatch and routing functionality. CSG WFX solutions can provide a 30% or more reduction in call volumes, delivering significant cost savings and dramatically improved job-response times. Automatic alerts update customers and let them know when their technician is on the way.

The 2014 CRM Excellence Award winners can be found in the May issue of CUSTOMER magazine.

About CSG International

[CSG Systems International, Inc. \(NASDAQ:CSGS\)](#) is a market-leading business support solutions and services company serving the majority of the top 100 global communications service providers, including leaders in fixed, mobile, and next-generation networks such as AT&T, Comcast, DISH, Orange, Reliance, SingTel Optus, Telecom New Zealand, Telefonica, Time Warner Cable, T-Mobile, Verizon, Vivo, and Vodafone. With more than 30 years of experience and expertise in voice, video, data, and content services, CSG International offers a broad portfolio of licensed and Software-as-a-Service (SaaS)-based products and solutions that help clients compete more effectively, improve business operations and deliver a more impactful customer experience across a variety of touch points. For more information, visit our website at www.csgi.com.

About TMC

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines and produces a variety of trade events. For more information about TMC, visit www.tmcnet.com. Please visit <http://customer.tmcnet.com> for more information.

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