

Offer innovative digital services and digitize your partner management and settlements

Communications service providers can no longer rely on just traditional services for traffic and revenue. Forecasts show that voice and text traffic will decline by up to 3 percent annually, while traffic for services like IoT devices and data will grow by 23 to 43 percent, respectively.

The telecom market isn't all about calls and messaging anymore. The greatest profit potential lies in the digitalization of the existing services while enabling rapid support for more advanced IoT and OTT services. CSPs need to be prepared to capitalize on the opportunity and will need to settle at higher volumes for digital services, while sharing revenue with new partners in the digital services value chain.

Traditional interconnect settlement and partner management systems aren't built for the scale or complexity of today's digital services, as most systems are traditionally voice-centric. That's why there's CSG Digital Wholesale.

CSG Digital Wholesale

CSG Digital Wholesale is a digital partner management and monetization settlement solution designed to handle the digital partner settlement lifecycle and the high volumes of records generated by today's digital services, while maximizing your margins from traditional services. The solution is delivered by default as public cloud SaaS, but can also be delivered in your private cloud or on premise – whatever model works best for your business. With CSG Digital Wholesale, CSPs can reduce costs, automate processes and keep pace with the evolution of the market.

Earn Revenue from Enterprise and B2B2X

With the advent of 5G and Internet of Things (IoT), we are now entering a new era of partnerships. CSPs are working with a new and diverse range of organizations not only to strengthen their core network capabilities, but also to extend their footprint into new markets.

However, managing more partners and the complexities that come with new relationships will be challenging. Many new requirements will need to be supported from onboarding through to catalog-driven orchestration and complex multi party settlement for B2B2X business models.

CSG Digital Wholesale is proven to rate and bill for digital services, as well as more traditional services like voice and messaging. Adapt in real time to get the most advantageous rates, and bill for services based on digital rights, licensing, vending, and other types of agreements. CSG Digital Wholesale also offers the option for direct carrier billing, allowing CSPs to incorporate charges for digital services onto the end consumers' bill.

CSG Digital Wholesale helps CSPs rate and bill for digital services like:

- Subscription Services
- OTT Services
- Cloud Services
- 5G Network Slicing
- Mission Critical IoT Services
- Massive IoT Services

Self-Service Enablement

Retail customers aren't the only ones who expect a self-service experience—26 percent of telco B2B customers are looking for better customer support and problem resolution. CSG Digital Wholesale provides self-service enablement for voice, allowing CSPs to do paperless interconnects, promote and receive offers, and view account status from a single interface. CSPs can also top-up and gain real-time insight into performance.

Deal Management

With more pressure on voice margins and increased competition, CSPs need a way to increase revenue. With CSG Digital Wholesale, CSPs can trade outgoing traffic for revenue-generating inbound traffic, and manage the complexity of multiple dynamic deals with multiple partners. The Deal Management solution helps CSPs optimize deal agreements processes to reduce expenses and maximize margins.

Fraud and Dispute Management

Fraud cases are driving an increasing number of disputes between CSPs, carriers and end customers.

Industry losses are at a staggering \$26 billion every year and impacting the bottom line. Fraud combined with bad debt when working with new partners who are less established and credit-worthy. CSPs will need to be geared up for credit and dispute management, and prove to other partners that they have a quality network.

CSG Digital Wholesale utilizes active fraud detection and Live Traffic Analysis to detect and stop traffic on CSPs' networks, and ensure that credible partners receive the service they're paying for. If any disputes arise, CSG Digital Wholesale provides Dispute and Reconciliation Management and Credit Management solutions that allow CSPs to automatically process partner files and reconcile traffic against disputed line items.

Routing Automation

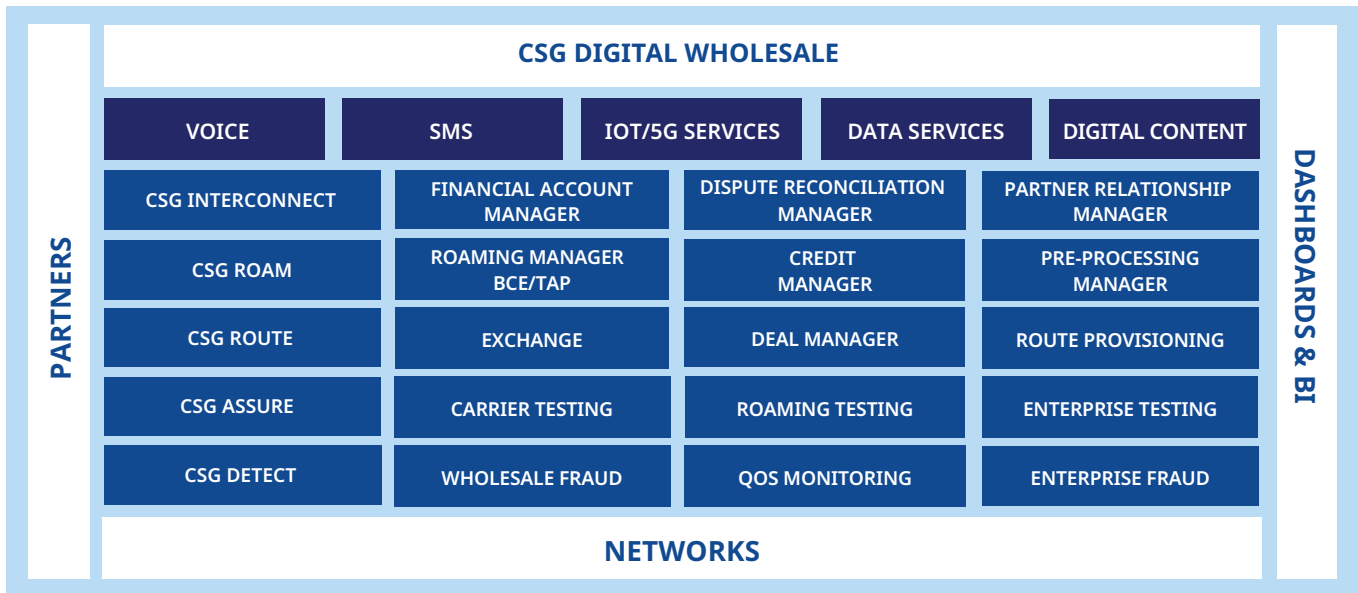
The dynamic nature of digital services requires costs to be continuously optimized based on market rates available. There is also a desire to enhance service levels to partners and customers ensuring QoS issues are addressed 24/7. CSPs need a way to qualify carriers, not only with test calls, but also through limited exposure to live traffic.

CSG Digital Wholesale automatically handles the routing process using routing algorithms based on linear programming. The commercial, QoS and capacity-based routing algorithms provide updates on various network elements.

Service Assurance

Proactively monitor quality, all the way from your network to the end subscriber, with CSG Digital Wholesale. We help carriers protect and secure margin through guaranteed CLI delivery and other key quality features like SMS testing, roaming testing and contact center testing.

CSG Digital Wholesale Solution Overview



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.