



WHY CSG

It's more crucial than ever to ensure each touchpoint with your customer is personalized, and relevant to them.

The right messages must be delivered to them in their channel of preference, whether print or digital. It's more than merely sending a bill or document; each touchpoint is an opportunity to build stronger customer relationships, engage them, and build loyalty.

CSG's industry leading solutions will provide both an improved customer experience (CX) while leveraging a multi-channel architecture to drive new revenue and create consistency across the channels your customers interact with.

OUR COMPETITIVE ADVANTAGE

EXPERIENCE

For almost 40 years, we've developed a vast portfolio of solutions and processes based on accumulated knowledge leading to incomparable expertise.

QUALITY AND RELIABILITY

By employing world-class methods, advanced technology and capable employees, CSG has set the industry benchmark for outstanding quality and unmatched accuracy.

EFFICIENCY

Strict adherence to our practices enables us to offer efficient solutions that equate into immense time and cost savings for our clients.



R&D

CSG invests an average of 14 to 16 percent of our revenue in R&D every year



1 BILLION DOCUMENTS DELIVERED

CSG delivers more than 80 million printed and digital documents each month and is a "Top 10" USPS First-Class Mailer



STATE-OF-THE-ART TECHNOLOGIES

CSG uses robotics and the most innovative equipment in the industry



DELIVERING FOR OUR CUSTOMERS

CSG has a proven record of delivering for our customers. Through a CSG-led CX study and bill redesign, ADT saw a **20% reduction in billing related calls**. A tier one cable provider that leveraged our composition tools with personalized messaging saw a **50% increase in response rates**, generating more revenue.

CORPORATE HEADQUARTERS

169 Inverness Drive West
Englewood, CO 80112

NATIONWIDE PRODUCTION FACILITIES

Florida

509 Commerce Boulevard
Crawfordville, FL 32327

Nebraska

14301 Chandler Road
Omaha, NE 68138

Texas

2121 Providence Drive
Forth Worth TX 76106

OUR INDUSTRY-LEADING CAPABILITIES

- **Composition:** self-service tools and managed services to enable you to craft, customize, and personalize content across channels
- **Production and Distribution:** best-in-class creation and delivery through print, mail, and digital services
- **Data and Insights:** unification of customer data, robust reporting, and insights to drive decision-making
- **Archival:** short-term and long-term solutions that ensure your business' most important documents are securely protected

ABOUT CSG

For nearly 40 years, CSG's technologies and people have helped some of the world's most recognizable brands solve their toughest business challenges and evolve to meet the demands of today's digital economy with future-ready solutions that drive exceptional customer experiences. With 5,000 employees in over 20 countries, CSG is the trusted technology provider for leading global brands in telecommunications, retail, financial services and healthcare. Our solutions deliver real world outcomes to more than 900 customers. To learn more, visit our website at csgi.com and connect with us on [LinkedIn](#) and [Twitter](#).