



WHY CSG

You communicate with your customers for a number of reasons and in a variety of methods. Your billing process, for example, includes billing statements, account summaries and transactional documents. It's more than merely sending a bill or document; it's an opportunity to build stronger customer relationships, to engage your customers and to transact with them. CSG helps you optimize these crucial interactions at each touchpoint by making them more relevant, timely, effective and efficient. CSG specializes in billing and document output solutions, eCare and

customer care, to meet the needs of cross-channel communication, and a range of digital solutions including email, SMS, video, Conversational AI and more. We operate state-of-the-art facilities in Florida, Nebraska and Texas.

Our centers process and mail 24 hours a day, seven days a week. Each month, CSG mails more than 77 million documents and reaches over half of U.S. households.

OUR COMPETITIVE ADVANTAGE

EXPERIENCE

For over 35 years, we've developed a vast portfolio of solutions and processes based on accumulated knowledge leading to incomparable expertise.

QUALITY

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 12 to 13 percent of our revenue in R&D every year.



77 MILLION MAILED

CSG mails more than 77 million pieces per month, making us a "Top 10" USPS First-Class mailer.



STATE-OF-THE-ART

CSG uses robotics and the most state-of-the-art equipment in the industry.



NATIONWIDE FOOTPRINT

CSG Output Solutions is a leading provider of documents in print and electronic media communications within the business-to-business (B2B) and business-to-consumer (B2C) arenas. We specialize in developing comprehensive solutions for the composition and fulfillment of critical, time-sensitive transactional documents in the telecommunications, utilities, financial, insurance, home and security markets and more. With more than 35 years of providing customer management and billing solutions, we have a long-standing reputation for delivering outstanding quality and uncompromised customer service.

CORPORATE HEADQUARTERS

6175 S. Willow Drive, 10th Floor,
Greenwood Village, CO 80111

PRODUCTION FACILITIES

Florida

509 Commerce Boulevard, Crawfordville, FL 32327

Nebraska

14301 Chandler Road, Omaha, NE 68138

Texas

5600 Stratum Drive, Fort Worth, TX 76137
15404 Long Vista Drive, Austin, TX 78728

INDUSTRY CERTIFICATIONS AND AFFILIATIONS

- HIPAA Compliant
- ISO 27001:2013, ISO 9001 certification
- SOX, SOC 1 compliant
- PCI-DSS certified
- Sustainable Forestry Initiative
- Major Mailers Association (MMA) Executive Board Member
- Association for Mail Electronic Enhancement (AMEE) Executive Board Member
- National Postal Policy Council (NPPC) Member
- PostCom Member
- Mailer's Technical Advisory Committee (MTAC) Stakeholder Association Representative

ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage, and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted provider for driving digital innovation for hundreds of leading global brands, including Airtel Africa, América Móvil, AT&T, Charter Communications, Comcast, DISH, Formula 1, Hutchison 3 Indonesia, Inmarsat, Mastercard, Maximus, Microsoft, Mobily, MTN, New Leaf Service Contracts, State of California DMV, TalkTalk and Telstra. To learn more, visit our website at csqi.com and connect with us on [LinkedIn](#) and [Twitter](#).