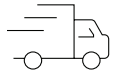




FIELD SERVICE MANAGEMENT

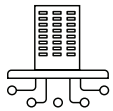
WHY CSG?

What sets CSG apart from other FSM providers?



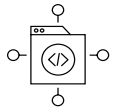
OPERATIONAL EXCELLENCE

CSG supports more than 100,000 field service users complete 100 million work orders per year. Our dynamic capabilities in routing and optimized appointment scheduling help organizations achieve a 98% arrival rate, increase workforce utilization by 20%, and create 73% more same day appointments for customers.



INDUSTRY KNOWLEDGE & EXPERTISE

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. CSG currently owns more than 65% of the CSP market share in North America, demonstrating deep domain expertise.



EASE OF IMPLEMENTATION & INTEGRATION

We use our own internal team of field service domain experts to ensure our 100% implementation success rate. This lets customer rest assured that their needs will be heard, understood, and translated. Our extensible no-code mobile solutions integrate into any system and allow you to implement in weeks, not months or years.



DEDICATED CUSTOMER SUPPORT

At CSG, our customer-obsessed mentality drives everything that we do. Our dedicated team supports every customer along the way and all clients get the opportunity to influence roadmaps via quarterly meetings.



EMPLOYEE AND CUSTOMER EXPERIENCE DRIVEN APPROACH

We exist to turn ordinary customer and employee experiences into extraordinary. This means we take a customer-centric approach ensuring our solutions meeting the needs of your organization's employees and your customers to give you competitive edge.

"CSG FIELD SERVICE MANAGEMENT HELPS US DELIVER ON OUR PROMISES TO OUR CUSTOMERS. IT GAVE US A TOOL THAT ALLOWED US TO CENTRALIZE ADMIN WITH A SINGLE PROCESS, SIMPLIFYING AND UNIFYING THE WAY THINGS ARE DONE."

telecom

"WE LOVE CSG FSM. FSM HAS TOTALLY CHANGED THE WAY WE OPERATE FOR THE BETTER. IT HAS CUT COSTS, IMPROVED EFFICIENCY, AND IMPROVED THE EXPERIENCE FOR THE TEAM AT THE ORGANIZATION."



REFERENCE-ABLE CUSTOMERS (AND MORE)

