

Growing Enterprise B2B revenue in a hyper-competitive dynamic world

Slow and expensive 'manual quoting', 'pricing' and 'qualifying processes' are hindering growth

Large Tier 1 operators have the lion's share of the Enterprise customer base, but how long can they hold onto them? Most Tier 1 Communications Service Providers (CSPs) are struggling to create accurate, low touch Enterprise quotes that involve multi-access, multi-product, multi-site solutions in a single order. Enterprise quotes that span multiple customer locations, require bundling of multiple products, and that are delivered over the top of reusable access are often challenging and prone to errors.

Given the importance of the Enterprise segment to future CSP growth ambitions, these Configure-Price-Quote (CPQ) challenges are not only affecting their ability to provide accurate and timely quotations today, but they are hindering the CSP's ability to tap into new dynamic, zero-touch business models to grow new revenue.



CSG Encompass Quote: Smart Launch CPQ Package

An out-of-the-box quick win solution that is production ready in just 14 weeks

CSG Encompass Quote is a TM Forum award-winning, cloud-based SaaS platform and is the industry benchmark for complex B2B quote management.

The Smart Launch CPQ is a configuration package built in CSG Encompass Quote that provides a quick-to-deploy, ready-to-use sales journey and a set of configurations that address the multi-faceted challenges out-of-the-box.

In just 14 short weeks, CSG will deploy a production-ready, no regret spend, SaaS platform on Azure with the CSP's rules and criteria. This solution empowers product managers to rapidly create, manage and launch both connectivity and non-connectivity offers into their portfolios. More importantly, it enables sales staff and self-managing enterprise customers to easily create accurate multi-site, multi-product, complex quotes and orders –without fuss, without costly customization.

Benefits

The CSG Encompass Smart Launch CPQ package is designed to specifically handle Telecommunication B2B multi-faceted complexities.

No smoke. No mirrors. No costly Proof of Concept. It just works.



Move at lightening speed on complex B2Bx quotes

Configure, not code your complex multi-faceted product definitions. Empower your product managers without relying on costly projects or vendor change requests.



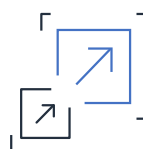
Elevate customer & employee experiences

Dynamic end-to-end sales journey to enable faster quotes to the customer, reduce unnecessary data entry/manual processes and highly intuitive user interfaces with customer self-service options.



Improve quote accuracy (reduce cancelled orders)

Enforced product rules ensure all required information is provided before fulfilment. Apply site and customer eligibility rules with optional feasibility checks to reduce the risk of cancelled orders.



Tap into new dynamic business models

Grow new revenue by tapping into new dynamic, zero-touch business models with a highly interoperable, catalog-driven cloud service.

CSG Encompass Quote: Smart Launch CPQ on Azure

CSG Encompass Quote: Smart Launch CPQ on Azure sets the industry benchmark for complex B2B quote and order management with its powerful support for multi-faceted Enterprise requirements and cloud-native, catalog-driven, highly interoperable architecture.

The cloud-based SaaS platform leverages six Azure services and CSG's Telco B2B pedigree to provide a quick-to-deploy, highly secure, ready-to-use sales journey in just 14 short weeks –ensuring quick wins with a no regret spend foundation.

Features



Configuration-Driven, Rich Product Models (for complex B2B offerings)

- Configure (not code) product definitions, product rules and product-to-product relationships.
- Leverage relationships from order-to-fulfilment (to-operations) to enable more effective inventory reuse.
- Quickly iterate product design with design previews and swiftly publish final design for immediate use.



Powerful Multi-Provider Site Qualification

- Qualify site(s) against multiple provider networks at the same time and view the qualification results on the same screen. No more swivel chairing.
- Configure product eligibility based on site qualification results to prevent erroneous orders being submitted.



Dynamic Pricing Models

- Dynamically apply list pricing to products as they are being configured in real time.
- Allow selective price overrides, with business processes designed to manage the approvals required.
- Pre-configure future dated pricing to automatically come into effect as required.



Catalog-Driven Architecture

- Cloud-native, catalog-driven architecture to maximize speed, scale & agility needed for B2Bx Fixed and 4/5G networks.
- SID compliant data model with fully compliant TMF Open APIs, built for Enterprise Telco B2B by Telco B2B experts.

CASE STUDY: Vodafone New Zealand



Challenges

Vodafone New Zealand offers mobile, fixed broadband and TV services. Based on requests from clients, the company's wholesale division pledged to enable customer self-service which was a big shift away from ordering by phone, text or templated emails.

Solution

- Deployed CSG Encompass Quote (formerly DGIT Systems)
- Migrated to the cloud in 14 weeks

Results

- 95% customer interactions now digital
- Improved Net Promoter Scores from 30 to 63