



INTERNATIONAL
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CSG Chosen to Provide Sophisticated Analytics Solution to Leading Latin American Mobile Operator

CSG and Lavastorm Partner on New TSM Intelligent Analytics Solution

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG International, Inc. \(NASDAQ: CSGS\)](#), a global provider of interactive transaction-driven solutions and services, today announced that a top Latin American Mobile Operator has expanded the relationship with CSG to support next-generation data and analytics capabilities.

The client has been a valued CSG customer since 2009. During that time, CSG has provided its market-leading [CSG Intermediate](#) and [CSG Interconnect](#) solutions. Under the terms of the new agreement, the client has licensed [CSG Total Service Mediation \(TSM\) Intelligent Analytics](#), an analytics solution that allows operators to analyze account activity, usage, and trends to drive business insights and actionable decisions. CSG TSM Intelligent Analytics was developed by CSG in partnership with Lavastorm Analytics, an agile data management and analytics software company.

"The CSG TSM Intelligent Analytics solution provides increased transparency and satisfaction to our client's vast customer base," said Rick Woods, vice president of product management, at CSG. "The offering is easy to configure and grow on the existing CSG platform, which offers unparalleled functionality, flexibility, and cost effectiveness while supporting solutions in new areas such as big data analytics, fraud management, revenue assurance, and more."

As the backbone of the TSM Intelligent Analytics offering, CSG Intermediate boasts more than 200 global installations that process more than 26 billion events per day. TSM Intelligent Analytics transforms mediation data into meaningful analysis that enables clients to better understand customer behavior, which results in improved customer satisfaction and reduced churn. It also identifies trends that can generate increased revenue and decrease potential fraud.

"Today's operators are sitting on a treasure trove of data, including usage data, network data, machine-generated data, and customer data," said Drew Rockwell, chief executive officer of Lavastorm Analytics. "Easy-to-access and intuitive analytic tools are the keys that unlock the data's potential and help operators acquire more customers, increase the relationship value of each customer and reduce costs. We are thrilled to partner with CSG to develop the TSM Intelligent Analytics solution because it provides game changing insight for sales and marketing managers, fraud managers, and other decision makers so they can reach new levels of operational efficiency and develop transformational business and technology strategies."

CSG's highly scalable offering lowers operational risk and overhead to clients by consolidating partners onto a single flexible and adaptable platform available in both license- and cloud-based models.

About CSG International

[CSG Systems International, Inc. \(NASDAQ:CSGS\)](#) is a market-leading business support solutions and services company serving the majority of the top 100 global communications service providers, including leaders in fixed, mobile, and next-generation networks such as AT&T, Comcast, DISH, Orange, Reliance, SingTel Optus, Telecom New Zealand, Telefonica, Time Warner Cable, T-Mobile, Verizon, Vivo, and Vodafone. With more than 30 years of experience and expertise in voice, video, data, and content services, CSG International offers a broad portfolio of licensed and Software-as-a-Service (SaaS)-based products and solutions that help clients compete more effectively, improve business operations and deliver a more impactful customer experience across a variety of touch points. For more information, visit our website at www.csgi.com.

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