



INTERNATIONAL

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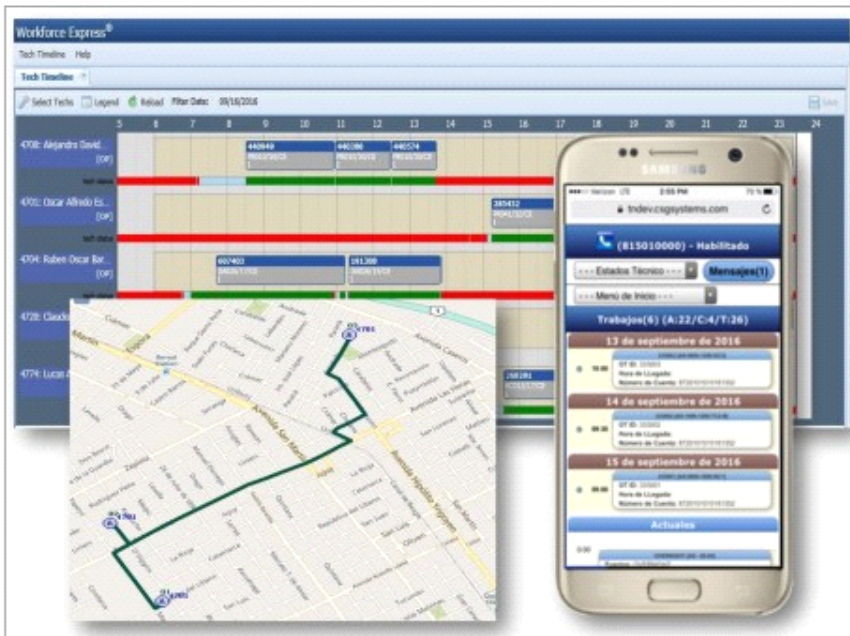
## CSG International Expands Global Cable Reach

*Cablevisión Argentina to Use Latest Field-Force Optimization Technology*

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG Systems International, Inc. \(NASDAQ: CSGS\)](http://www.csgsystems.com), the trusted global partner to launch and monetize [digital services](#), today announced that Cablevisión Argentina will use the company's award-winning field force management solution, **CSG Workforce Express®**, marking the expansion of the Workforce Express product suite into the Latin American market.

This Smart News Release features multimedia. View the full release here:

<http://www.businesswire.com/news/home/20160920005288/en/>



Cablevisión Argentina is the largest cable TV operator in the country, serving more than 3 million customers with over 4,000 cable field technicians. As Cablevisión grows its business and adds new customers, getting a field technician with the right skills and equipment, routed to the right customer, at the right time can boost customer satisfaction while substantially reducing costs. CSG Workforce Express will automate the operator's field technician scheduling and dispatch processes, enable optimized routing of technicians and allow technicians to input information about each job via mobile devices. The solution will be deployed in Spanish and hosted in Cablevisión's Buenos Aires data center. IBM and CSG serve together as Cablevisión Argentina's business partner and solution integrator, responsible for project management services, client support and project quality assurance.

"The ability of our field technicians and dispatchers to make real-time updates and changes will provide a new level of operational efficiency that will not only help control and reduce service call costs, but also improve the overall customer experience," said Simon Tadeo, CXO, Cablevisión Argentina. "CSG has a proven track record in this space with its expertise and technology, and we are confident that CSG can deliver great results for Cablevisión Argentina."

Workforce Express (WFX) is a holistic platform with an integrated application suite that enables the successful management of enterprise field-service operations for most of North America's largest cable operators. The CSG WFX suite uses patented routing technologies and location-based services to support collaborative real-time communications among field technicians, dispatch operators, and customers. Smart mobile devices and integrated GPS data empower technicians by providing on-the-go access to job, account, and inventory data and by supporting tech-to-tech and tech-to-dispatch communications that optimize service delivery. The solution also includes capabilities that allow field workers to update inventory in real time when equipment is removed, added, or swapped at customer locations.

"CSG has more than 30 years of experience supporting the mission-critical business operations of cable companies. Deploying our Workforce Express solution at an industry leading operator like Cablevisión Argentina is the latest example of CSG helping cable companies around the world grow and better compete in the digital economy," said Brian Shepherd, president of broadband, cable and satellite business at CSG International. "We are honored to serve Cablevisión Argentina in partnership with IBM, and we look forward to growing with them over time."

## About CSG International

[CSG International](#) (NASDAQ: CSGS) is the trusted global partner to help clients launch and monetize communications and entertainment services in the digital age. Leveraging 30 years of experience and expertise in voice, video, data and content services, CSG delivers market-leading revenue management and customer interaction solutions in licensed and managed service models. The company drives business transformation initiatives for the majority of the top 100 global communications service providers, including AT&T, Charter Communications, Comcast, DISH, ESPN, Media-Saturn, Orange, Reliance, SingTel Optus, Telefonica, Telstra, Vodafone, Vivo and Verizon. For more information, visit our website at [www.csqi.com](http://www.csqi.com).

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