CSG

Close Deals Faster and Maximize Profitability from Bid to Bill

CSG Quote & Order—The Definitive Configure, Price, Quote (CPQ) and Order Management Solution for Telco, Financial Services, and Complex Enterprises.

Industries like telecommunications, financial services and technology are facing growing demands for complex, customized solutions from both their B2C and B2B customers. Commercial pressures mean that companies need to maintain visibility and control over costs and margins to ensure resilient growth. Traditional quote-to-order processes simply can't keep pace, with slow deal cycles putting revenue at risk.

Manage and Sell Complex Services with Speed, Accuracy and Agility

A Configure, Price, Quote (CPQ) system built to handle complexity can transform your deal management—and how you do business. By automating product configurations, pricing rules, and quoting workflows, you'll be empowered to close deals faster, boost margins, and enhance customer satisfaction.

CSG Quote & Order is the highest rated solution evaluated by industry analysts for the complex requirements of B2B telecommunications providers, with excellent support for selling and managing complex service contracts.

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Launch in a Fraction of the Time

New features, functionality and products
can be launched in **days rather than months**.

Manual processes slow down your teams, introduce errors and erode your margins. Dynamic orchestration enabled by a catalog-driven architecture optimizes your experience to cash process from product ingestion and configuration and quoting through to final order completion.

Every phase—from initial customer engagement to billing—is perfectly aligned, eliminating bottlenecks in order processing. By removing disjointed steps that hinder deal closures, introduce inaccurate configuration and delay revenue recognition, CSG Quote & Order redefines your deal to dollar lifecycle.

The fact that we are agile and nimble, and able to configure products very quickly meant that our customers are getting speed-to-market advantage.

**Head of Domestic
and Global Wholesale**

one.nz

Financial Management by Design

Quote & Order is the best CPQ and order management solution to ensure predictable profitability throughout the deal lifecycle—from initial bids to final billing—driven by our proven expertise in billing and revenue management. With costs and pricing calculated from validated configurations and you have visibility of the margins of any deal, including bundled partner products and services.

Deal approvals leverage the financial visibility provided by Quote & Order and a flexible, proactive process combining governance with a rapid response. With CPQ and order management in one system, in-flight changes impacting pricing and costs are always up-to-date and consistent from quoting to fulfillment, allowing you close the gap on financial leakage while accelerating your quote turnaround time to secure a better win rate.

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This is more than a transaction, it's a partnership. CSG has gone above and beyond by guiding the use of CPQ and order management.

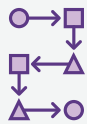**Executive General Manager**

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VicTrack

Unparalleled Configurability for Flexibility

Quote & Order's versatile product catalog sets a new standard for configurability in the industry. Its catalog is designed to handle any product or service, including connectivity, digital solutions, and third-party services, with flexibility unmatched by traditional CPQ systems.

Complex Product Relationships
Manage dependent products like multi-line, multi-access, multi-site, and multi-partner offerings within a single quote.

Offer Flexible Solutions
Deliver comprehensive, customized solutions by bundling product components to address specific business challenges for enterprise customers.

Tailored Pricing and Enterprise Agreements
Support detailed enterprise agreements and customer-specific pricing with granular decomposition for precise tracking and billing of individual items.

Progressive Order Capture
Progressively enrich quotes and orders as requirements evolve, facilitating the staged addition of services or adjustments to orders.

Build Working Products Without Any Code
Catalog configuration, processes and integrations leveraging industry APIs minimize IT dependency and accelerate the introduction of new offerings—code by exception.

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Visibility Across the Entire Quote-to-Order Process

By delivering control and visibility throughout the entire quote-to-order process, CSG empowers you to manage your operations with confidence. This consistent oversight enables you to deliver on your service promises accurately and efficiently, avoiding the typical pitfalls associated with fragmented systems.

Integrated Self-Service Interfaces

Enhance transparency and control with our real-time self-service interfaces for employees, customers, and partners, enabling proactive management of orders and services.

Real-time Visibility of Cost

Make quick, informed decisions with full visibility of costs and margin analysis, allowing for optimal profitability adjustments in line with customer expectations.

Proactive Issue Resolution

Identify and resolve discrepancies, fulfillment delays, or pricing inconsistencies before they impact your business, ensuring continuous service quality and compliance.

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Industry-Leading Interoperability

To expand your capabilities and efficiently scale operations, you need solutions that are flexible and future-ready. CSG excels in system migration and integration, leveraging TM Forum APIs and Open Digital Architecture (ODA) along with MEF standards to effectively manage the most complex, multi-faceted requirements.

Robust, Secure Cloud Infrastructure

Cloud-native architecture, containerized using Kubernetes and built on microservices, results in the highest levels of availability, scalability and performance. And with our market-leading security framework, we safeguard your systems and your customer, service, and network data.

The Power of AI

AI can enhance your quote-to-cash process with smarter product discovery, dynamic pricing and promotions, automated content and upselling and improved catalog and contract management. Overall, a catalog-driven architecture with AI creates a dynamic and intelligent system that personalizes the buyer journey, optimizes pricing and maximizes conversion rates.

Risk-Free Migration and Implementation

Supported by CSG's proven track record of over 250 million successful subscriber transitions with a 99% success rate, migrating to Quote & Order is streamlined and secure. The platform facilitates a smooth transition by maintaining data integrity and compatibility throughout the migration process.

Quickly benefit from advanced functionalities with zero-code implementation of initial phases. Our systematic approach not only simplifies setup but also supports continuous adjustments and enhancements, reducing typical migration risks and ensuring a clear, reliable path to operational success.

Quick-start deployment and configuration in under 8 weeks

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Boost Customer Engagement and Track Profitability with Flexible Bundling

Quote & Order enables highly adaptable bundling, allowing customers to personalize their packages by freely adding or removing components, including partner offerings. Unlike traditional pre-configured bundling with fixed combinations, dynamic bundling offers greater control. Each bundle component remains distinct in reporting for precise tracking of sales and performance, providing the visibility you need to inform strategic business decisions.

Real-Time Pricing and Promotions

Quote & Order supports real-time pricing adjustments and promotional offerings, crucial for B2C markets where price sensitivity, geography, and seasonal promotions play a significant role in purchasing decisions. The catalog swiftly updates with offers and discounts across all systems, ensuring that consumers receive the most relevant and competitive pricing.

Master B2C and B2B Sales in One Place

Quote & Order's prowess in complex B2B scenarios uniquely position it to optimize your B2C engagements. By addressing the most challenging requirements first, it provides a comprehensive solution that excels in managing both intricate and straightforward business engagements, making it ideal for enterprises requiring robust, versatile coverage.

110%
Increase in Net Promoter Score

It's a very competitive market—the ability to launch brand new products very quickly to respond to that is key.

Head of Domestic and Global Wholesale

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Supporting Every Aspect of Deal Management

CATALOG

Configure

Qualify

Price

Quote

Contract

Order

Orchestrate/Automate

Fulfill

Bill

CSG Quote & Order

tmforum

Dynamics 365

MEF

salesforce

CSG Quote & Order is More Than Just Software

It is a strategic asset empowering you to not only compete but lead in your markets. Transform your operations and ensure the success of every quote with CSG Quote & Order—the definitive CPQ and order management solution for telco, financial services, and complex enterprises.

Visit **csgi.com** to learn more.