CSG Profile

LSO Solution Provider Roles					SDK Releases				LSO Sonata & Cantata Business Process APIs												LSO Blockchain	LSO Op APIs
LSO API Implementer	Business App Vendor	LSO Broker	LSO Connectivity Exchange	LSO Blockchain Vendor	Pre-Billie	Billie	Dolly	Ella	Address validation	Site query	Product catalog	POQ	Quote	Product order	Product inventory	Trouble ticket	Appointment	Work order	Billing & invoicing		
■	■							■	■	■	■	■	■	■	■	■		■	■		

CSG Encompass Quote and Order Management
CPQ & OM: Capabilities Snapshot

Solution

Managing a growing number of diverse partners and their associated offerings is the biggest challenge for CSPs as they continue to execute their 5G and B2B growth strategies. CSPs need new capabilities to support multi-party innovation—from zero-touch onboarding and telco-specific configure, price, quote (CPQ) solutions to catalog-driven, end-to-end service orchestration and complex multi-partner settlements. CSPs need powerful catalog-driven architectures to dynamically orchestrate, quote, sell, and deliver complex enterprise and wholesale products and services. They need telco-specific CPQ and order management (OM) solutions that are configurable, repeatable, and scalable. CPQ solutions from other verticals do not work.

CSG Encompass Quote and CSG Encompass Order Management accelerate time to market and time to revenue by streamlining service delivery, improving process speeds, leveraging reusable integration, and elevating wholesale and enterprise customer experiences. These solutions revolutionized how CSPs buy and sell with each other by leveraging MEF LSO APIs to simplify how CSPs order and provision each other's services, removing proprietary barriers.

CSG Encompass was designed specifically for the telco B2B and wholesale markets by telco B2B experts. It provides a modular and integrated solution for catalog-driven CPQ and OM in a single platform, enabling unparalleled automation, orchestration and control across the entire quote-to-order process. Real-time inventory management coupled with deep domain expertise means CSG Encompass delivers the multi-faceted business models that will ensure CSPs capture the full revenue potential from their B2B and Wholesale customer segments.
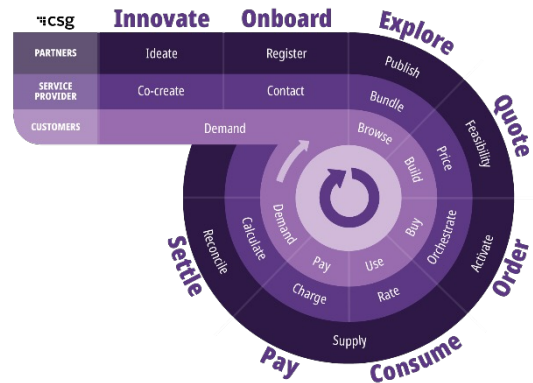
CSG Encompass Quote
- Simplifies CPQ processes with catalog-driven order workflows
- Enables seamless lead-to-quote generation
- Combines multi-line, multi-site orders, and add-ons into a single quote with customer-specific pricing and discounts
- Cloud-native microservices-based

CSG Encompass Order Management
- Orchestrates the end-to-end quote to order lifecycle with standardised, automated workflows
- Supports real-time active inventory
- Seamlessly integrates to downstream systems (fulfilment, inventory, workforce below)
- Cloud-native microservices-based

CSG Encompass uses TM Forum and MEF LSO APIs to offer an open, interoperable, catalog-driven solution that features patented product specification rules. These rules define the parameters and characteristics of each product and offer. This powers dynamic screen rendering, which means that the catalog can render the UI in real time based on the definitions held within the catalog. The catalog also defines how a product is delivered, including all the required underlying entities and relationships. CSG's solution means that a bundled offer can be built from CSP components and ingested partner components and then quoted, ordered, and managed with zero-code integration by streamlining a traditionally time-consuming process.

CSG Encompass drives catalog-driven orchestration coupled with automation across the entire concept-to-cash lifecycle. CSPs get new products to market in hours, not weeks or months. The platform adheres to the TM Forum Open Digital Architecture (ODA) principles, enabling dynamic interoperability and orchestration across distributed architectures and deployments leveraging TM Forum and MEF APIs. CSG Encompass brings rich, multi-party customer and partner monetization and settlement capabilities, enabling everything from basic consumption models to sophisticated revenue-share collaborations.

Customer Activity
In line with One New Zealand's "digital first" strategy and based on requests from customers, the company's wholesale division pledged to enable customer self-service. This was a big shift away from ordering by phone, text, or templated emails. Their vision was to ensure when a customer ordered a product, they would have the tools to track the order to delivery and deployment at a glance. The company deployed CSG Encompass Quote and Order Management to expose MEF LSO Sonata APIs to its wholesale customers. This enables customers to query inventory, qualify and order, and track the MEF products through the LSO Sonata interfaces. Some of One New Zealand's smaller customers use the self-service portal while larger customers make use of LSO Sonata APIs to automate catalog, order, and inventory integrations. Both small and large customers, using different channels to interact with CSG Encompass Quote and CSG Order Management, can generate instant quotes with customer-specific pricing – with orders fulfilled by CSG Encompass Order Management. By eliminating manual legacy processes based on spreadsheets and emails, One New Zealand have successfully streamlined their quote-to-cash cycle and elevated their wholesale customers' experience.

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