

= CSG International =

CSG International (CSGI) is a multinational corporation headquartered in Meridian , Colorado , though the postal designation of Englewood is used in the corporate mailing address . It provides Business Support Systems (BSS) software and services , primarily to the telecommunications industry .

CSG was founded by Neal Hansen as a division of First Data in 1982 . It became an independent corporation when it was acquired by CSG Holdings in 1994 for \$ 137 million . A contract with Tele @-@ Communications Inc . (TCI) , the largest cable TV business at the time , was influential in the company 's growth from \$ 80 million in revenue in 1994 to \$ 171 million by 1997 . CSG went public in 1996 . A dispute with TCI over pricing led to a \$ 120 million arbitration settlement in 2002 with Comcast , who acquired the TCI business . The two continued to do business together and expanded their relationship in 2014 . CSG made more than ten acquisitions in the 2000s , mostly of companies that sold billing , customer service and operations software .

= = Corporate history = =

= = = Early history = = =

CSG International was founded in 1982 by Neal Hansen under the name Cable Services Group (CSG) as a division of the payment processing company First Data Corporation . At the time First Data was operated by American Express , which acquired a controlling interest in the company in 1980 . CSG became a part of the American Express Information Services Company , which was formed in 1989 . The CSG group 's first large @-@ scale billing statement processing center , which prints and mails bills to consumers , was established in Omaha in 1990 .

Hansen left the Cable Services Group one year after it was founded to become CEO of Applied Communications , where he met George Haddix . Hansen and Haddix formed CSG Holdings with Morgan Stanley and Trident Investment Group in 1994 , which acquired Cable Services Group that year for \$ 137 million . In November 1994 , Cable Services Group was renamed to CSG Systems International .

CSG was the second largest billing services provider for the US cable television industry by 1994 , serving 27 percent of cable TV subscribers . However , according to The International Directory of Company Histories , its profit margins were small and the company was " still in need of a turnaround . " Broadcasting & Cable said CSG had lost direction and become complacent . Haddix and Hansen implemented changes at the company , which prompted 350 out of 500 employees to leave the firm within a few months .

The new CSG International grew quickly . The convergence of phone , internet , on @-@ demand movies , and other services created more complex billing arrangements between telecommunications companies and consumers , which led to more extensive use of billing services providers like CSG . Professional services and international clients , which were previously not a significant portion of revenues , grew to 22 percent of revenues by the mid @-@ 1990s .

= = = Post IPO = = =

In order to pay off debt and raise funding for acquisitions , CSG held an initial public offering in February 1996 , which valued the firm at five @-@ fold its original acquisition price . CSG grew from \$ 80 million in annual revenues when it was acquired , to \$ 132 @. @ 3 million when it went public in 1996 and \$ 171 @. @ 7 million by 1997 .

In the 1990s , Tele @-@ Communications Inc . (TCI) and Time Warner scrapped efforts to create internal billing software and hired CSG International . The 15 @-@ year agreement CSG signed with TCI on August 11 , 1997 made CSG the largest vendor in the industry and was the primary contributor to its growth in the ' 90s . By 2001 , the deal was responsible for 45 percent of CSG 's

revenue . As part of the deal , CSG also acquired TCI 's internally developed software , SummiTrack , for \$ 106 million . CSG 's services to TCI included billing , customer management and payment processing for TCI customers . In October 1997 , CSG International signed its first deal with a utilities company , mc2 .

At the end of 1997 , CSG co @-@ founder George Haddix retired , and former EVP Jack Pogge was appointed President and Chief Operating Officer in his place . In 1999 CSG began constructing a new bill processing center in Florida in a deal with local government , which expanded roads and provided other incentives . In 2002 , CSG acquired the billing software interests of Lucent Technologies for \$ 260 million . The deal was estimated to increase CSG 's revenues by 38 percent and its headcount by 65 percent . 200 Lucent employees were laid off as a result of the acquisition . An additional 100 - 150 CSG employees were laid off later that year in response to poor economic conditions .

== Recent history ==

AT & T acquired TCI in 2000 , inheriting its agreement with CSG . AT & T alleged CSG was not abiding by the contract 's terms to provide favorable rates . A legal dispute between the two companies began in 2001 in arbitration court . Before the dispute was resolved , AT & T Broadband was acquired by Comcast , who wanted to use its own billing and customer service vendor . In October 2002 , a judge ruled that CSG owed Comcast a \$ 120 million refund and that it had to reduce its prices . The two companies disagreed over whether the ruling would allow Comcast to halt their agreement before the end of its term . CSG and Comcast reached new agreements or extensions in March 2004 and in 2008 . In 2014 its work with Comcast was expanded to cover all of its customer support and billing for residential services .

In March 2005 , co @-@ founder Neal Hansen retired at the age of 64 . Ed Nafus , prior president of the broadband services division , took his place . Nafus was replaced by the current CEO , Peter Kalan , at the end of 2007 .

== Acquisitions ==

== Products , software and services ==

CSG International provides software and services for managing customer data , analyzing that data , enterprise security , billing and customer service . For example , customer service representatives may use CSG systems to lookup a consumer 's records and add a new service , or business analysts may mine customer data for trends . According to the company 's website , its four primary product areas are revenue management , content management & monetization , customer interaction management and enterprise security . CSG also prints and mails billing statements to consumers and provides call @-@ center services .

== Product history ==

CSG International originally sold two versions of its billing process outsourcing services . Under new leadership in 1994 , it began developing additional software and providing consulting to in @-@ house billing departments . During this period it developed CSG Work @-@ Force Express , a suite of software products that manage the dispatch of technicians and other logistics at customer sites . Work @-@ Force Express consists of three applications : CSG Workforce Management , CSG TechNet and CSG TechNet CE , which integrate with CSG 's databases and billing systems . It also developed CSG Care Express , which is for creating online self @-@ service portals for consumers to view and pay their bills online .

In the 1990s CSG introduced the ACSR (Advanced Customer Service Representative) system . An extension to ACSR called ProfitNow ! was introduced in 2003 . ProfitNow ! used a consumer 's

account data to advise customer service representatives on the likelihood of a caller cancelling their service or buying a new product . It was later turned into an online system with a user interface similar to Microsoft Windows at CSG.net. CSG purchased the Kenan FX software from Lucent Technologies in 2002 . Kenan software managed billing and ordering and provided middle @-@ ware to help various customer service and billing products integrate with each other . CSG NextGen was introduced for international markets , with support for multiple languages . In March 2014 , CSG added a cybersecurity suite to its product portfolio , under the name CSG Invotas . In November 2015 the Invotas unit was spun off into a separate entity . Invotas was acquired by FireEye in a transaction that closed February 1 , 2016 .

= = Organization = =

CSG International has four subsidiaries : CSG Systems , CSG Systems Software and CSG Services . Its subsidiaries offer products and services , while the parent company , CSG Systems International Inc. is listed on the NASDAQ stock exchange . As of 2013 , its largest clients were Comcast , DISH and Time Warner , representing 19 , 15 and 11 percent of its revenues respectively . CSG spends approximately 15 percent of its revenues on research and development . Its revenues are about 72 percent from payment processing and related services , 16 percent from software and the remainder for ongoing technical support . 89 percent of revenues are from the Americas .