



## NEWS RELEASE

**FOR IMMEDIATE RELEASE**

### **CSG Systems Awarded Patents on Field Service Automation Technologies** *New Patents Protect CSG's Position as a Thought Leader and Innovator in Field Service Automation*

**ENGLEWOOD, Colo. (Aug. 12, 2010)** — [CSG Systems International, Inc. \(NASDAQ:CSGS\)](#), a leading provider of [customer interaction management](#) and billing solutions, today announced that the company has been granted two patents for the systems and methods it uses for field service technician routing, dispatch and communications.

The patents protect CSG's technological innovation supporting its [CSG Workforce Express](#) solution, the most widely used workforce management solution in the cable industry, which helps more than 33,000 technicians to be more efficient when servicing customers in their homes and businesses.

This solution addresses one of the most costly and complex aspects of the cable service provider's business – getting the right technician, to the right location, at the right time to deliver an increasingly complex set of information, communication and entertainment services.

CSG's Workforce Express leverages GPS technology to map technician vehicle location and provide a summary of job/work order information. This solution provides dispatchers with crucial field operations management tools and allows service technicians to provide optimal service to customers.

CSG's approved patents cover several aspects of the solution's capabilities, including display of dispatch and work order information; technician dispatch; dispatch list and map interaction; automatic work order routing; and technician dispatch and tracking.

"Since its inception, our workforce management technologies have been innovative and market leading, and our clients have validated that in positioning us as the leading provider of workforce management solutions in the cable industry today," said Peter Kalan, president and CEO, CSG Systems. "We are thrilled to see our innovation recognized and protected with patents for the display, dispatch, routing and tracking of technician information."

In 2010, CSG Workforce Express received a 2009 Cable.TMCnet.com Product of the Year Award from Technology Marketing Corporation (TMC). Today, the solution helps the majority of U.S. cable and satellite operators to automate the complex process of managing field force operations as they serve both residential and business customers.

For more information on CSG's patents, please visit: <http://patft.uspto.gov/netacgi/nph-Parser?Sect1=PTO2&Sect2=HITOFF&p=1&u=%2Fnethtml%2FPTO%2Fsearch-bool.html&r=1&f=G&l=50&co1=AND&d=PTXT&s1=7725344&OS=7725344&RS=7725344>

### **About CSG Systems**

Headquartered in Englewood, Colorado, CSG Systems International, Inc. (NASDAQ: CSGS) is a customer interaction management company that provides software- and services-based solutions that help clients engage and transact with their customers. With a 25-year heritage in providing customer management and billing solutions to North American cable and direct broadcast satellite companies, CSG has broadened its customer interaction management capabilities to proudly serve this client base as well as new, highly competitive industries including financial services, healthcare, utilities and more. Today, CSG's solutions reach more than half of all US households each month and manage over \$36 billion in transactions annually on its clients' behalf. For more information, visit our website at [www.csgsystems.com](http://www.csgsystems.com).

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