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# Communications Data Group (CDG): Global Services

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From assistance in analyzing and improving current billing, reporting, or revenue collection capabilities to expert advice on ways to eliminate revenue leakage or increase company efficiency, CDG and our global services partners can help provide you with the experts and revenue assurance tools you need to help you meet your goals.

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## **TRAINING**

Training for all aspects of CDG's MBS customer care and invoicing, Mediation, and BDS-I switched, special access, and carrier ethernet billing solutions. Customized training for all phases of the installation, implementation, and Go Live processes and beyond. Personal training sessions can be conducted at your office, our facility, or using web-based options.

## **STAFFING**

Complete data entry, processing, invoicing, fulfillment services, and staffing for other BSS/OSS related tasks are available through CDG or our partners.

## **FILING TARIFFS, ICAs, AND CONTRACT AUDITS**

Tariff, ICA, and contract support services. The complex processes involved with billing, tariffs, and carrier agreements can be cumbersome and labor intensive. Our wealth of resources and accumulation of industry knowledge can guide you to ensure 'tight' filings and constant revenue assurance.

## **DATA CONVERSION**

Guidance and support for data mapping and converting existing databases to new billing systems, as well as data analysis to ensure accuracy.

## **DATA MIGRATION AND AUDITING**

Assistance with updating or changing application software and hardware; analyzing switch data; auditing data content, usage and usage billing; and identifying and purging unneeded data to improve efficiency.

## **IMPLEMENTATION ASSISTANCE**

Information acquisition and project management for all stages of implementations. Data verification, release testing, information design and development, and auditing your current billing. We have expertise in planning and executing large and small scale implementations.

## **DISPUTE RESOLUTION AND COLLECTION AND SETTLEMENTS**

Advisory and intermediary services for disputes, collections, and settlements. We'll work with carriers and customers to resolve disputes, determine settlements, and obtain authorizations. Simple, automated collection services for processing manual collections.

## **MEDIATION PROCESSING**

Mediation processing consulting services including VOIP, soft switches, file format conversion, toll distribution, switch settings, and CDR analysis. CDG's powerful Mediation system includes data collection and rating, usage distribution, usage processing to standard industry formats, data warehousing, fraud detection, and detailed reporting of all invalid toll dropped in editing.

## **SERVICE ORDER ENGINEERING**

Engineering expertise and knowledge to ensure accurate billing of service orders based on facility access circuits review, gap analysis, and ASR interpretation.

## **SYSTEM, PERSONNEL, AND PROCESS PERFORMANCE ANALYSIS**

Objective review and analysis of company systems, personnel, and processes.

## **GLOBAL SERVICES PARTNERS**

For more information about our global services partners, visit [www.cdg.ws/partners.php](http://www.cdg.ws/partners.php).