



TOGETHER, YOU WIN.

A black and white photograph of a modern office building facade with large glass windows. Inside one of the windows, three people are visible, engaged in a discussion around a table. The building has a grid-like structure of window frames.

2019 BUSINESS AGILITY CONFERENCE

TOGETHER, WE WIN

MARCH 14TH
2019



WELCOME

We Are CSG

REVENUE
MANAGEMENT

CONTENT
MONETIZATION

CUSTOMER
COMMUNICATION
MANAGEMENT

MANAGED
SERVICES

ASCENDON
NEXT GEN
PLATFORM

3,300

EMPLOYEES
Around the Globe

860+

REVENUE

Non-GAAP Adjusted EBITDA Margin

500+

Trusted
Partner
with

Service
Providers
Worldwide

35+ YEARS

SUPPORTING THE
WORLD'S LARGEST
COMMUNICATION
SERVICE PROVIDERS

We Are CSG



61^M

ted Subscribers

8^B

Transactions P/M

50⁺

Applications

20⁺

Tech Stacks

100⁺

DevOps, Plat, & SecOps Teams

24

Countries

We Are



LESA PHILLIPS
STE/RTE/SPC



JILL EDMUNDSON
DIRECTOR LPL/PRODUCT MNGT

The background of the slide features a blue-toned image of several hands reaching in from the top and bottom edges, placing puzzle pieces into a larger assembly. The puzzle pieces are dark blue and stand out against a lighter blue background. The overall composition suggests a theme of teamwork and problem-solving.

Coming Together

A Journey of Disfunction, Disruption, and Redemption

As told by...

Product Management | Product Owners | Portfolio Leadership | Engineering
Platform | Security | Business Partners | Agile Leaders

OUR JOURNEY YOUR TOUR

THE
PROBLEM
We Tackled

THE

METHODS
We Employ

THE
BUMPS
Encountered

THE
VISION
We
Developed

THE
VALUE
We Deliver



No Strategic Alignment
Chasing Shiny Objects

Missing Deadlines
Losing Customer Confidence

Large Backlog of Work Not Getting Done

Constantly Changing Business Priorities

Lack of Empowerment,
Low Engagement and Morale

Lack of Focus
Competing Priorities

Silos, Handoffs,
Lack of Trust/Communication

Ineffective and Wasteful Meetings, Dysfunctional Negative
Behaviors

Specialized Roles
'Not My Task' Thinking

Archaic and Daunting
Legacy Processes

Lack of Enterprise Capacity Measurements



Our Vision

Change The
Way We Do
Work



LEAN PORTFOLIO
LEADERSHIP

Our Mission

Make Work Visible

Connect Our People To Our
Strategy

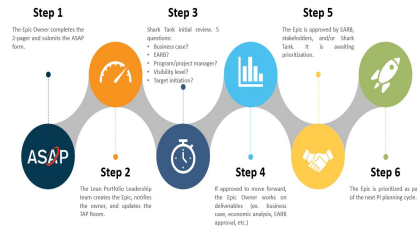
Drive Engagement, Value &
Excitement

o Vision

we
Change
the Way
We Do
Work



Portfolio Management



Strategy | Epic Intake | Prioritization | Bus Value
Portfolio Visibility | Shared Goals | Exec Alignment

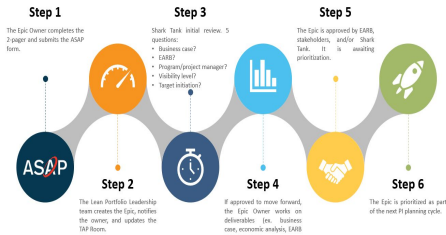
CROSS FUNCTIONAL EXECUTIVE ALIGNMENT



Connecting Strategy to
the Business



Lean Portfolio
Budgeting



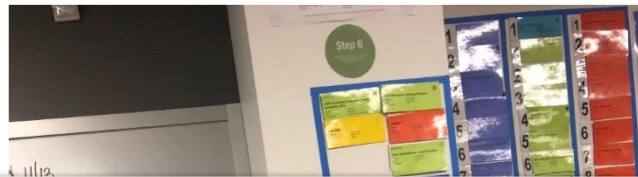
Lean Business Intake
Process
Epic Prioritization

CSG





- Making Work Visible
- Cascading Priorities
- Celebrate Successes
- Tearing Down Silos
- Sharing Goals
- Accelerating Innovation
- Delivering Value



— VALUE

■ Visibility

- Bi-weekly meetings
- Clear Objectives and Key Results

■ Reducing WIP

- Reduced Epics from 200 to 60
- Closing 30 Epics annually

■ Working Together

- Chaos to Collaboration
- Speak the same language
- Cross Functional Alignment



Vision

we
Change
the Way
We Do
Work



Delivery of Value

THINKTANK

DOTANK

BIZTANK

PI PLANNING



PI Release Management | 1x1 Feature Flow
Risk Mitigation | Value Delivery | Business

Alignment

THiNKTANK

PURPOSE & AGENDA

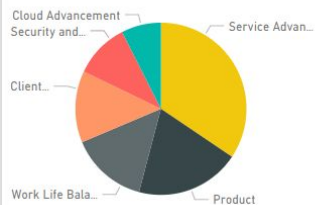
-  **Come Together**
-  **Learn From Others**
-  **Build Trust & Transparency**
-  **Communicate Openly & In a Common Language**
-  **Develop Innovative Solutions to Complex Problems**
-  **Share Goals**
-  **Get the Job Done**
-  **Laugh, Celebrate Successes & Have Fun**



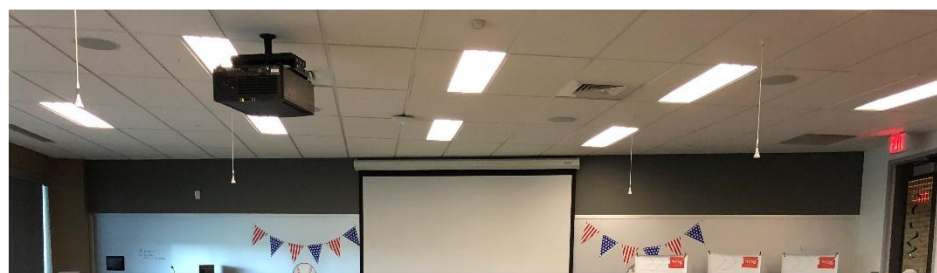
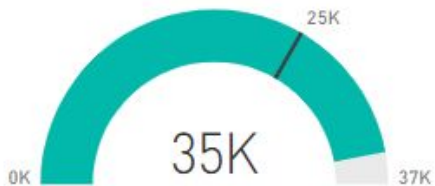
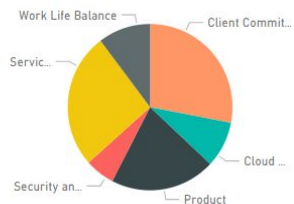
PI PLANNING

Where the Magic

Target Allocation



Current Allocation



 Vision

we
Change
the Way
We Do
Work

Driving
Engagement
& Excitement



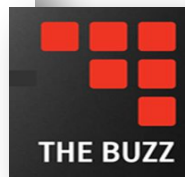
Portfolio Management 

Delivery of Value

Driving Engagement



PRODUCT RELEASE
SHOWCASE



THE BUZZ



UNCLE

UNIVERSAL COLLATERAL LIBRARY ENVIRONMENT



Showcase Live | Showcase OnDemand | UNCLE | The Buzz | Product
Spotlight Release Rundown | The EXPO Agile Alliance | Industry
Partnerships



PRODUCT RELEASE SHOWCASE

- Showcasing the **VALUE** of our Solutions
- Sharing the Vision of our Products
- Celebrating the **SUCCESSES** of our People
- Igniting the Culture of **CSG**

PROPRIETARY INFORMATION



18.3 VALUE DELIVERED



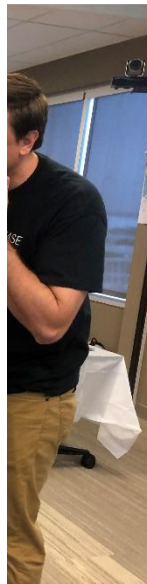
Watch [this edition of Showcase On Demand](#) to learn the value provided in the upcoming 18.3 release as the result of the efforts of Engineering, Product Management, the CBUs, and the SSUs. Teams successfully partnered to improve the customer experience, expand the capabilities of our products, and solve incredibly complex problems for our customers, while continuing to achieve our corporate objectives.

WIN A \$50 AMAZON GIFT CARD



This may be the easiest contest you enter this year. Watch the entire video by Friday, September 14th to be entered into a drawing for a \$50 Amazon gift card. Our Panopto video tool provides a list of those who watched, so there is no additional action needed on your part. We will notify the winner next week!

All Release videos and slides can be found on the [Product Release Showcase page in UNCLE](#). We will be gathering in person for a live event for the 18.4 release, and we hope to see you there!



Vision *we* Change the Way We Do Work

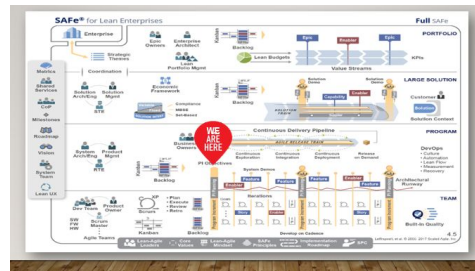
Driving
Engagement
&
Excitement



Portfolio Management 

Delivery of Value

Transformation
Enablement

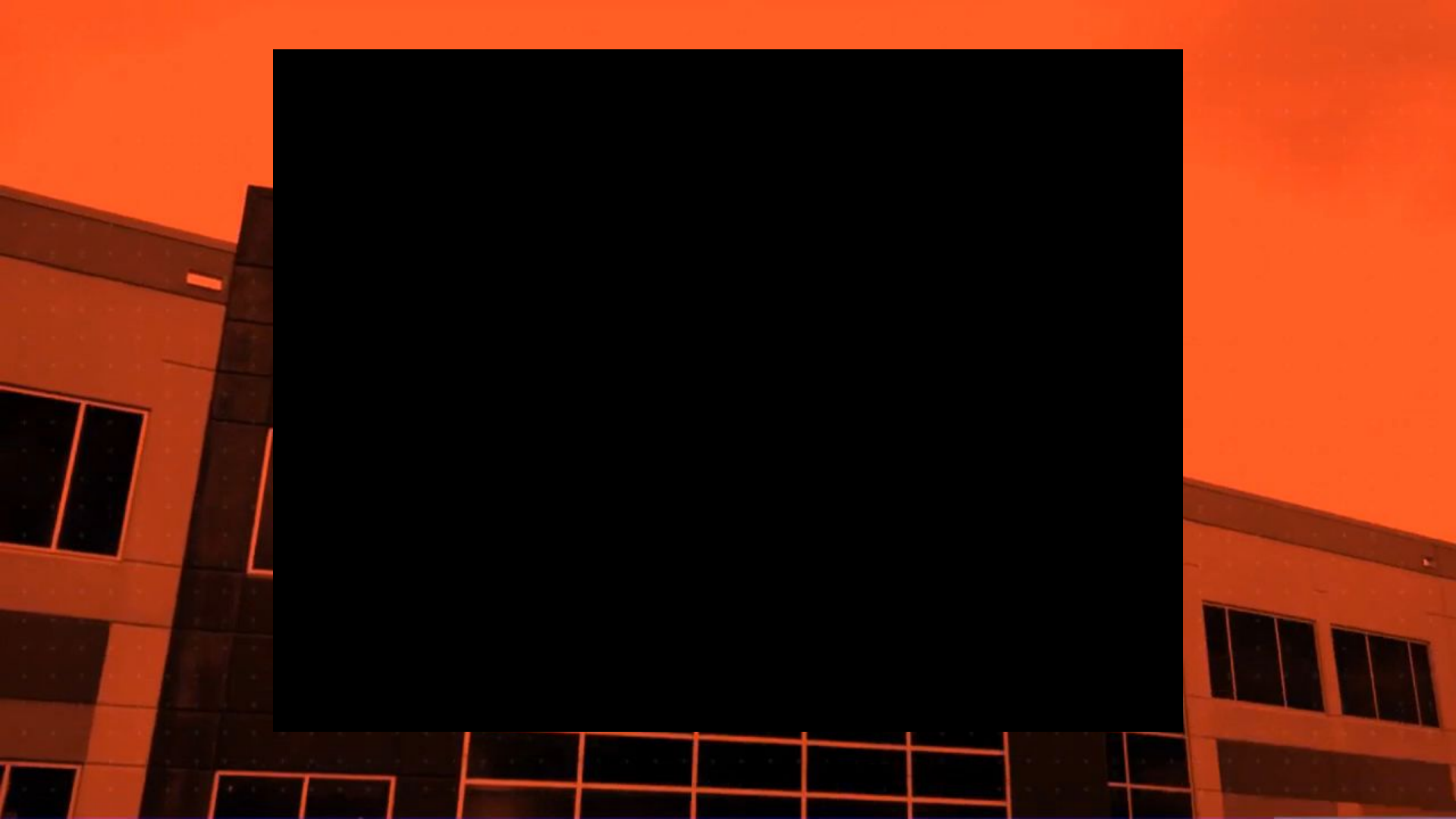


Agility Coaching | Lean-Agile Coaches
Continuous Improvement | Empowerment & Autonomy



WE
ARE

CSG



WE
ARE
HERE
TO
HELP

THE
FUTURE

Our Next Lap

LET'S CONNECT



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THANK
YOU