



PGi: A Case Study in Enterprise and Cloud Billing (ECB) Solutions

Ericsson's successful partnership with PGI continues

Ericsson proudly announces an extension to its Managed Services agreement regarding Enterprise and Cloud Billing (ECB) solutions, with PGI, the world's largest dedicated provider of collaboration solutions. As part of the agreement, Ericsson will continue to provide the billing services for PGI's collaboration solutions.

In a rapidly evolving market, enterprise customers need to respond really fast to the ever-changing customer and partner dynamics. With PGI's product suite getting more sophisticated, their billing solution urgently needs to support their extensive product offerings and pricing. ECB will empower and simplify PGI's billing operations for its virtual meetings and cloud-based collaboration solutions.

"PGi offers a full suite of powerful Web, audio, video and event collaboration solutions tailored to fit the needs of enterprise customers. Our billing solution must be able to support our product offerings and pricing for our enterprise customers and partners worldwide. With their support for complex billing and scale, it simply made sense to extend the agreement with ECB", said Warren Neuburger, CIO, EVP of Global Operations.

ECB is the only automated monetization platform built on an extended metadata-driven architecture that makes it simple for the operators to customize their services; introduce new services and pricing plans, and tailor them as per the market demands. The advanced commerce and compensation platform will support effective and personalized multi-party agreements for customers, partners and suppliers.



ECB is globally deployed at PGI, and the platform is used extensively for various financial transactions such as collecting revenue, providing settlement to partners, and managing the customer lifecycle across the globe.

Customer First all the way



Ericsson is a world leader in communications technology and services, actively simplifying the business and lives of customers across 180 countries with innovative solutions and services. We help our customers build a more connected future where anyone and any industry is empowered to reach their full potential.

[Read more.](#)

About PGI

PGi is the world's largest dedicated provider of collaboration software and services. For more than 25 years, our broad portfolio of products has served the end-to-end collaboration needs of enterprises. Accessible anywhere, anytime and on any device, PGI's award-winning collaboration solutions drive productivity and teamwork for approximately 45,000 customers around the world. To learn more, visit us at pgi.com.