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## **ELEMENT SUPPORTS DIRECPATH IMPLEMENTATION OF CSG SYSTEMS' TECHNET**

*New Program Creates Real Time Visibility between Technicians and Call Center*

**DURHAM, NC (PRWEB) April 9, 2008 -- [Element Customer Care](#) now offers direct visibility into DIRECPATH technicians' activities and their jobs from our call center using CSG System's TechNet. DIRECPATH is the first of Element's clients to implement TechNet. Element provides billing services, tech support and a customer service call center for cable, broadband and telecommunications operators using CSG Systems software solutions.**

DIRECPATH offers a wide range of options such as satellite TV, broadband and/or voice for its more than 42,000 subscribers. Their technicians currently handle more than 400 jobs per day. With the new TechNet application, field technicians will be able to receive work orders and necessary information on handheld wireless devices directly from the Element call center. The result being greater levels of efficiency between subscribers, dispatch, call center and technicians.

“At DIRECPATH, we strive to give our subscribers the best possible service. We can now provide convenient two-way communication between dispatchers and technicians through Web-enabled devices to improve customer service using TechNet,” said Henry Peraza, Chief Operating Office, DIRECPATH. “Our subscribers can be online with an operator who is interacting directly with a field technician for the best possible flow of communication which results in less frustration for our subscribers.”

“With TechNet, our technicians will be there on time, equipped with the tools, information and skills needed to complete work orders,” said Peraza. “They will be able to perform work order completion, service changes and upgrades, collection transactions and more both improving customer service and our bottom line.”

Based on previous implementations, TechNet will allow for at least one more job per technician per day, for a total of 10,000 more jobs in one year. In addition, TechNet stops dispatch from having to field hundreds of nonessential calls from technicians freeing them to dispatch and better serve the subscriber.

“The better communication between our customer service representatives and technicians, the better we can respond to DIRECPATH subscribers’ needs,” said Matt Zemon, President, Element Customer Care. “The opportunity to utilize CSG’s TechNet software allows for efficiencies in operations and improves customer relations by ensuring on-time service.”

*About the DIRECPATH*

DIRECPATH is a partnership formed by DIRECTV, the largest satellite broadcaster in the U.S. with over 15 million users, and Hicks Holdings, a private investment firm with worldwide cable television and media experience. Based in Dallas, Texas, DIRECPATH specializes in providing satellite video, high-speed broadband and digital voice to the multi-family industry. DIRECPATH’s objective is to lead the industry in quality service for high-speed broadband and digital voice as well. Visit them online at <http://www.direcpath.net>.

*About Element*

Element Customer Care is a Durham, NC-based company that offers CSG billing services, tech support and an elite customer service call center. Element’s partnership with CSG Systems gives its clients access to CSG’s unique combination of solutions, services and expertise to improve operational efficiencies and deliver a quality customer experience in a competitive marketplace. CSG’s TechNet is available for all Element clients. In January 2008, Element, powered by CSG Systems, was named “Preferred Billing and Customer Care Provider” for the National Cable Television Cooperative (NCTC).

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