

CGS Nexus India

24/7 availability,
digital scale &
technical agility



How CGS Nexus India delivers round-the-clock, high-volume, transformative excellence


India provides unmatched access to large-scale technical and CX talent. CGS Nexus's Hyderabad center delivers continuous 24/7 support, process excellence, and rapid scaling. Leveraging Nexus Total Experience (TX) framework, our India teams blend CX, analytics, automation, and agent-enablement tools to enhance accuracy, speed, and consistency for global brands.


Global confidence in CGS Nexus


CGS India supports leading U.S. enterprises and global technology brands with high-value CX, technical support and IT services, cyber security operations, financial operations, and HR-as-a-service, consistently delivering reliable quality and efficiency. CGS Nexus' unified TX system harmonizes customer, employee, and partner experiences to drive loyalty, measurable outcomes, and scalable growth. AI-powered knowledge and real-time performance tools flow seamlessly between India and CGS Nexus' other global delivery hubs, keeping every program aligned, proactive, and continuously improving.


Why India?


India offers extensive omni-domain, deep, scalable talent and mature infrastructure for high-value CX and IT support.


 **5M+ CX and IT support professionals** available across the country, giving enterprises access to specialized skills at-scale.


 **Hyderabad tech cluster with 600,000+ IT-skilled workers**, tightly connected to global software, cloud, and fintech ecosystems.


 **1,000 universities and colleges** feeding a steady pipeline of English-proficient, STEM-oriented graduates.


 **Reliable broadband in major tech zones**, with typical speeds ranging from 70–150 Mbps to support secure, always-on operations.


 **24/7 follow-the-sun support:** the work culture supports consistent staffing for 24/7 operations.


 **Talent pool** — Largest scalable technical and CX workforce


 **Education and skills** — Engineering-heavy education pipeline

 **Infrastructure** — Modern IT parks with redundant systems

 **Security** — Zero-trust + ISO/PCI/SOC compliance

 **Government stability** — Outsourcing-friendly policies

 **Performance culture** — KPI-driven, process-focused

 **Facility quality** — Secure and resilient delivery environment

Why CGS Nexus India?



Combination of human expertise and future-ready technologies to impact results that are not just tangible but matter the most to your business.



Ability to rapidly scale on-demand to support complex, multi-language CX and tech support.



Hyderabad campus is highly accessible via metro rail, extensive bus routes, our robust transportation facility, and modern ride-share options, enabling reliable staffing and sustainable growth from major residential hubs.



Embedded in CGS Nexus' global delivery network, governed through a one-voice model with shared playbooks, unified KPIs, and consistent quality standards across locations.



Directly benefits from CGS' investments in automation and AI—AI agents, copilots, and analytics that improve handle time, accuracy, and customer outcomes while reducing cost-to-serve.



Proven ability to launch, stabilize, and then optimize new programs using repeatable transition frameworks, performance blueprints, and continuous-improvement cycles aligned to client outcomes.



Operational specialties

- **Front-office CX & tech support:** Omnichannel L1/L2 helpdesk, cloud and infrastructure support, SaaS troubleshooting, and customer care across voice, chat, email, and digital channels—available 24/7 for global brands.
- **Cyber security operations:** A fully managed end-to-end enterprise security solution designed to enhance security operations by integrating advanced technologies and methodologies.
- **Back-office & financial operations:** Data operations, content operations and moderation, billing support, AR/AP, collections, and broader financial services workflows that reduce leakage, improve accuracy, and support compliant growth.
- **HR-as-a-service:** Recruitment support, onboarding coordination, employee helpdesk, and HR administration services that help enterprises scale people operations without adding internal overhead.
- **Automation-enabled workflows:** RPA-orchestrated processes and automation-ready playbooks that streamline repetitive work, reduce error rates, and free specialists to focus on higher-value interactions.
- **Analytics, QA & continuous improvement:** Embedded analytics and QA engineering that monitor performance, surface trends, and feed structured improvements back into scripts, workflows, and training.

AI-enabled CX & operations



AI Agents for execution: Task-focused AI agents handle repeatable requests (status checks, simple troubleshooting, data lookups, basic financial queries) within defined guardrails, reducing handle time and cost-to-serve while keeping humans on complex, high-value work.



AI Copilots for teams: Agent-assist copilots provide next-best actions, summarize interactions, surface relevant knowledge articles, and auto-generate follow-ups, helping CX, IT, HR, and finance teams work faster and more accurately.



AI Data & Analytics layer: Advanced analytics mine interaction, operational, and financial data to detect patterns, risks, and opportunities—informing staffing, process changes, and automation roadmaps, and driving measurable improvements in customizable KRAs and financial outcomes.



**People first.
Outcomes driven.
Aligned for success.**

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