

AI-enabled. Human perfected.

CGS Nexus delivers AI-powered customer operations, combining the human expertise buyers trust with production-grade AI that drives measurable outcomes.

Most outsourcing models were built to manage costs. CGS Nexus is built to drive outcomes.

01 The old model

Traditional BPOs scale labor, not intelligence. Clients receive fragmented global ops, inconsistent delivery, and rising cost-to-serve with no strategic value.

02 AI alone fails

Automation without human judgment creates frustrated customers and unresolved complexity at every critical touchpoint in the journey.

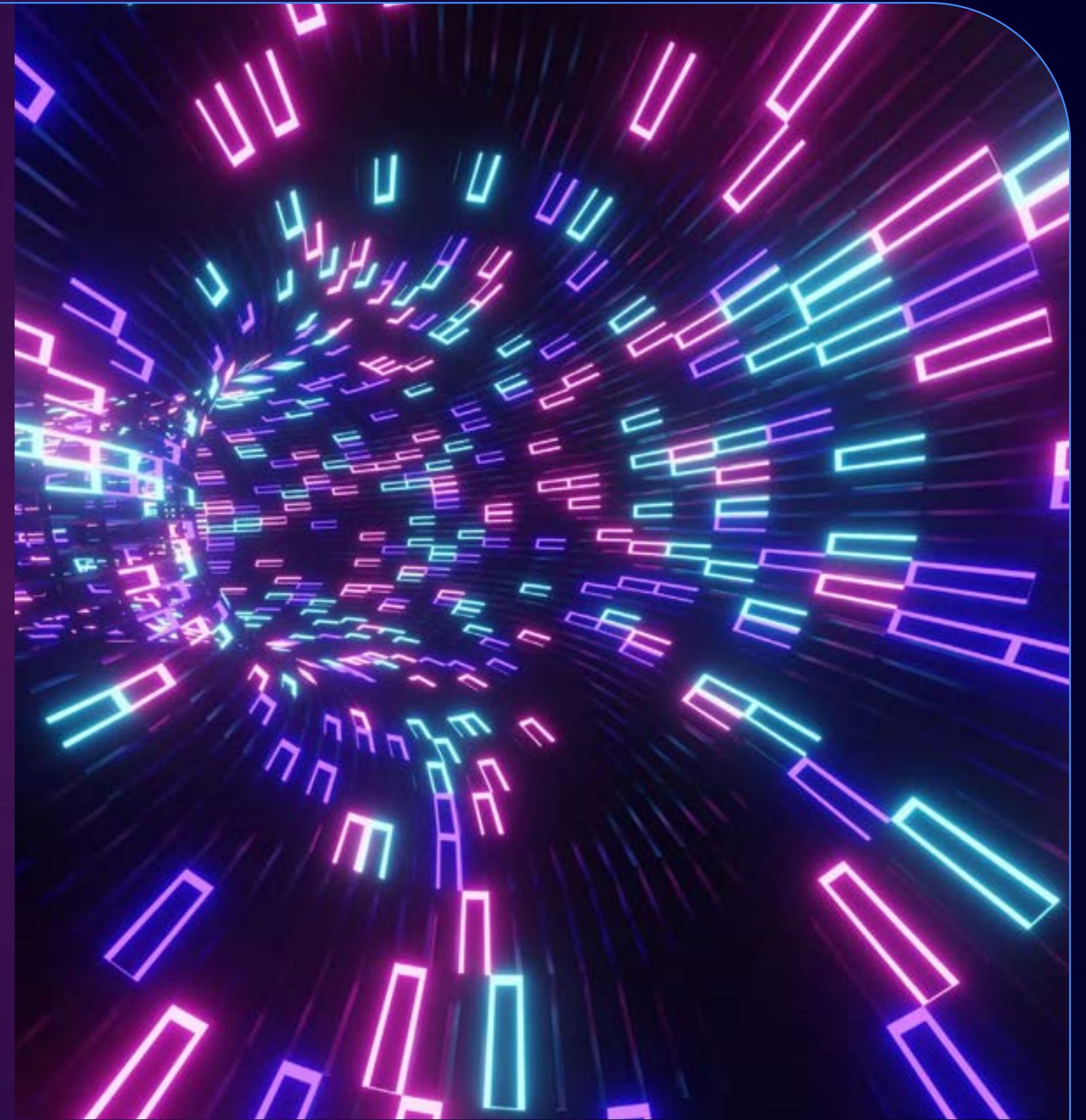
03 The CGS Nexus way

Proven global delivery + AI orchestration. Centralized and scalable; built for the way modern enterprises operate and serve their customers today.



The CGS Nexus difference

- 01 Proven global delivery with dedicated teams
- 02 Secure telephony and infrastructure
- 03 22+ multilingual languages
- 04 Consolidated and centralized global reach
- 05 AI-driven automation for staff and cost optimization
- 06 Built-in scalability and flexibility
- 07 Defined global governance model



01 CGS Nexus: what we do and how we operate



Full scope of services by business outcome

01 Acquire & onboard

AI sales motions, SDR/BDR programs, and omnichannel acquisition that shorten cycles and activate customers at speed.

02 Support & resolve

L1-L4 tech & customer support. AI Copilot triage reduces MTTR, eliminates repeat contacts, protects brands.

03 Retain & grow revenue

Renewals, churn prediction, and upsell programs that protect recurring revenue and expand customer lifetime value.

04 Enable channels

Partner onboarding, training, deal desk, and incentives — turning your ecosystem into a coordinated revenue engine.

05 Back-office & finance

AR/AP, billing, fraud, compliance — AI-automated for accuracy, agility, and financial control at global scale.

AI-powered operating model



AI training & readiness · Hire → Learn → Coach → Assess → Perform

INTERVIEW

Hire right

AI scenarios surface judgment & empathy; weeks-to-hours time-to-first-interview.

LEARN

Practice live

Hyper-realistic AI roleplay before any live customer interaction.

COACH

Always-on

Real-time guidance grounded in SOPs, policies & institutional knowledge.

ASSESS

Measurable

Explainable scoring & defensible readiness proof. Audit-ready for regulated envs.

PERFORM

Customer moment

Cicero Kiosk & XR extend AI intelligence to customer touchpoints.

Teamwork **AR**

AR-guided remote field service

SEE

Live AR see-what-you-see

First-person remote view via the customer's mobile camera. Interactive on-screen markups for step-by-step guidance — no special hardware, any browser.

RESOLVE

AI knowledge copilot

95%+ accuracy on next-best-action recommendations drawn from integrated knowledge bases. Confident, consistent resolution — fewer escalations.

ROUTE

Predictive service routing

AI analyzes incoming requests in real time and auto-routes resolvable ones to a Remote Resolve queue — eliminating manual dispatcher triage.

DEFLECT

Preventative deflection

AI identifies customer-responsible issues — wrong configs, missed setup steps — and routes to self-remediation before a support request is created.

Fast Company Most Innovative 2026 · 2M+ Learners · Any role · Any language · Anywhere

CGS develops, deploys & evolves TeamworkAR™ — no third-party dependencies



Additional AI capabilities

Agentic AI

End-to-end intelligent automation deflects contacts, accelerates resolution & reduces cost-to-serve at scale.

AI Copilots

Real-time guidance & suggested responses surfaced mid-conversation — faster ramp, higher accuracy every time.

AI Analytics

100% interaction visibility — every call, chat & email analyzed for trends, coaching signals & churn risk.

Journey Orchestration

Connects touchpoints, channels and systems into seamless CX, EX and, PX tied to measurable business outcomes.

SaaS & technology

Engineered for resolution. Scaled for success.

- 01 L1-L4 + engineering-level support** for SaaS platforms, software, and connected devices; AI Copilot diagnostics and TeamworkAR™ AR-guided remote resolution.
- 02 Subscription renewals engine:** AI-powered cadences flag at-risk accounts early, automate outreach, and convert renewals into expansion moments, above industry benchmark retention rates.
- 03 Product adoption programs:** usage health scoring, onboarding coaching, and CSM workflows that deepen feature utilization and reduce silent churn.
- 04 Zero-trust security:** ISO 27001, SOC 2 Type II, HIPAA, PCI-DSS, built for enterprise SaaS compliance, backed by 40+ years of global tech client references.

Channel enablement

01 45,000+ partners enabled for leading tech vendors.

Full portfolio: onboarding, training & certification, helpdesk, incentive management, co-marketing, and a dedicated deal desk.

02 AI-powered visibility: automated analytics connect tickets, learning activity, deal desk, and incentives; real-time views of partner performance and pipeline health.

03 Global multilingual programs: industry-specific enablement across Tech/SaaS, Fintech, Retail, Healthcare & Hospitality; compliance-aware, role-based, 22+ languages.

04 Measurable outcomes: faster time to first deal, higher program completion rates, and increased partner-sourced revenue with zero-trust governance across the ecosystem.

45,000+
partners



proven revenue
impact

02 CGS Nexus: proof, outcomes and next steps





Proof of execution

Global delivery network

Operations across the U.S., Romania, Chile, Colombia, India & Israel, every time zone, language, and regulatory environment. Purpose built to centralize and consolidate global support operations.

Global AI-led expansion

Active AI deployments across every region. Romania is home to thousands of Technical Account Management professionals operating across six delivery centers and supporting customers in more than 22 languages. The same AI-powered operating model runs globally, delivering consistent quality, everywhere.

Cicero AI training — faster ramp

A subscription business deployed Cicero AI roleplay simulations and achieved a 36% lift in sales and 16% improvement in CSAT. New hires reached full competency in under 90 days, faster ramps and real revenue impact.

40-year enterprise track record

Trusted by Fortune 100 and Fortune 500 companies across Technology, Financial Services, Retail, Consumer Goods, and Hospitality. Average client tenure exceeds 10 years; a signal of delivery consistency no new entrant can replicate.

Business outcomes

Faster
resolution

Higher retention

Smarter
interactions

Improved NPS

Scalable
operations

Lower cost-to-serve

100%
Visibility

Better decisions



AI-enabled. Human perfected.

Get a 15-minute AI-powered
transformation demo

See how CGS Nexus reduces cost-to-serve, accelerates resolution,
and turns every interaction into a growth signal.

Book your demo
cgsnexus.com

