

Technical Support Services



SERVICE OVERVIEW

Secure, engineering-grade, journey-orchestrated technical support that resolves complex issues faster, strengthens product reliability, and enhances customer trust.



Technical issues span devices, software, cloud platforms, networks, and integrations, and customers expect expert, seamless support from first contact through final resolution. Organizations face escalating demand, high case severity, long mean time to repair (MTTR), and siloed product, support, and engineering functions. CGS Nexus solves these challenges with a Total Experience (TX) operating model that unifies:

- L1-L4 support tiers
- Engineering and product teams
- AI-assisted diagnostics and troubleshooting
- AR-enabled remote guidance
- Journey orchestration intelligence
- Secure global delivery

This creates a high-resolution technical support environment where issues are solved faster, escalations are reduced, and customer experience improves through an end-to-end, seamless support program.

Technical Support services

Choose from our comprehensive menu of Technical Support services, or partner with CGS Nexus solution architects to design an integrated Tier 1–Tier 4 support model tailored to your products, customers, and business objectives.



Help Desk Support: Empower your customers with 24/7 multilingual customer care service coverage. Our specialists deliver fast, empathetic, and personalized assistance using AI-powered tools and augmented reality for real-time troubleshooting, improving first-time-fix rates and protecting your brand experience across every channel.



Tier 1 & Tier 2 Technical Support: Rely on certified technical support specialists for software, connected devices, and SaaS platforms. As part of a Tier 1–Tier 4 support model, our teams use advanced diagnostics, AI copilots, and proven support operations to reduce downtime, accelerate resolution, and improve customer satisfaction.



Developer Support: Accelerate innovation and user outcomes through direct collaboration between our technical experts and your engineering teams. We identify root causes, resolve complex bugs, and streamline releases, combining deep product insight with agile practices to optimize performance and enhance user experiences.



Infrastructure Monitoring & Management: Stay online and secure with 24/7 proactive monitoring, predictive analytics, and rapid incident response from our global command centers. We detect and resolve incidents proactively to minimize risk, control costs, and ensure operational continuity for your organization.

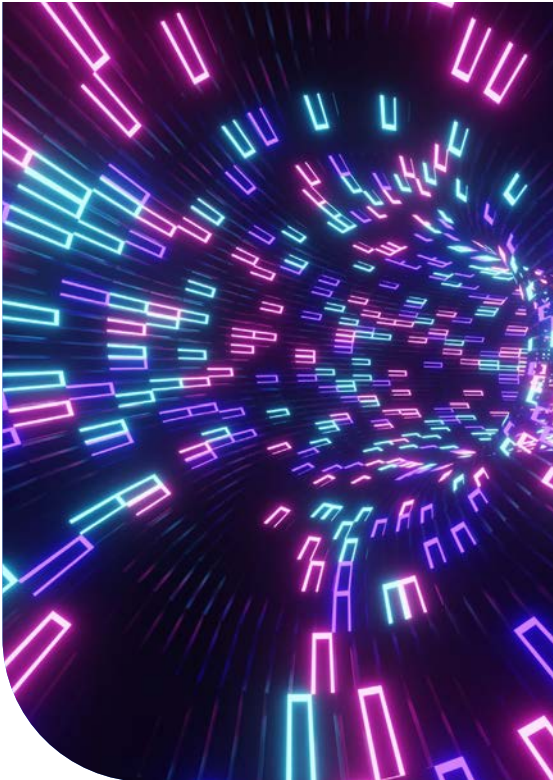


Community & Product Ecosystem Support: Strengthen loyalty and engagement with managed digital communities, expert forum moderation, and robust knowledge base development. We effectively answer peer questions, scale user self-service, and build brand advocacy so every interaction reinforces trust and retention.



Technical Account Management (TAM): Benefit from dedicated technical account managers who act as strategic partners across your support journey. They drive service excellence, continuous process optimization, and alignment between support operations, engineering, and your evolving business priorities.

CGS Nexus Journey Orchestration



CGS Nexus uses journey orchestration to unify technical support actions, customer behavior, device signals, and troubleshooting history into one continuous technical narrative. It empowers:

- **Journey-informed routing** based on issue type, customer profile, and device state
- **Proactive outreach** when device errors, repeated failures, or risk signals appear
- **Automated workflows** triggered by error logs or system telemetry
- **More accurate escalations** to engineering with full interaction history
- **Predictive pathing** based on prior resolutions
- **End-to-end lifecycle visibility** from support → engineering → customer success

By mapping device behavior, past troubleshooting steps, error logs, and customer interactions into a unified path, journey orchestration reduces repetition, accelerates MTTR, and enables smarter, more accurate engineering collaboration.

CGS Nexus technical support platform

We architect enterprise-grade technical ecosystems tailored to each client's environment, integrating AI, AR, engineering systems, and operational intelligence into a cohesive platform.

Omnichannel support

- Voice, chat, SMS, email, social, community forums
- Context sharing across all channels for a continuous experience

AI diagnostics & tools

- Real-time AI Agent Assist for root-cause suggestions
- Automated troubleshooting workflows
- Machine learning-driven error pattern detection

AR support with TeamworkAR

- Encrypted AR visual guidance for remote device troubleshooting
- Reduced need for onsite visits and truck rolls

Together, these capabilities create a connected technical support platform that reduces truck rolls, accelerates MTTR, improves product stability, and delivers a more seamless experience for your customers.

Integration with engineering systems

- Feedback loops into software and firmware teams
- Secure telemetry and log ingestion
- API-based integration with existing tools

Operational intelligence

- SLA dashboards and MTTR reporting
- Team and queue insights by severity and product
- Predictive alerting for trending issues

Security & compliance

CGS Nexus operates on a zero-trust security model with enterprise-grade controls and certifications, along with technical support-specific safeguards for tools, telemetry, and environments.

Core security controls	Technical support-specific security requirements
Zero Trust security model	MFA-secured access to consoles + admin tools
SOC 2 Type II, ISO 27001	Segregated staging/production environments
Encryption (at rest + in transit)	Secure telemetry/log/diagnostic handling
24x7 SOC + SIEM monitoring	Least-privilege access for L1-L4 engineering tiers
Secure VPN/SASE endpoints	Encrypted AR remote diagnostic sessions
Vulnerability management	Change control and config governance
Token and API key governance	Protected access to client environments/tools
Privileged access auditing	RBAC-locked SLA/MTTR dashboards

Global delivery & language coverage

CGS Nexus delivers services through a unified global delivery network across the United States, Romania, India, Israel, Chile, and Colombia, with coverage in 22+ languages. This footprint supports follow-the-sun operations and localized technical support experiences worldwide.

Countries

United States • Romania • India
• Israel • Chile • Colombia



Languages

English, Arabic, Bulgarian, Danish, Dutch, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, Telugu, Tamil, Turkish, plus 22 regional dialects of India.

Flexible commercial models

- Tier-based pricing (L1-L4)
- Consumption-based support
- SLA/outcome-based models focused on MTTR and escalation reduction
- Hybrid models that support deep engineering collaboration



Deliver secure, journey-intelligent technical support that builds customer confidence.

NexusSolutions@cgsinc.com
cgsnexus.com

People first.
Outcomes driven.
Aligned for success.

