



CGS Nexus United States

Enabling high-trust,
high-complexity
support outcomes



REGIONAL OVERVIEW

How U.S. delivery elevates customer & business outcomes

The CGS Nexus U.S.-based delivery model provides a foundational representation of the CGS Nexus high-complexity delivery model. With native English, Spanish, and French-Canadian language fluency, advanced technical expertise, and one of the strongest regulatory environments in the world, our delivery drives exceptional accuracy, compliance assurance, and a premium customer experience.

Through the CGS Nexus Total Experience (TX) framework, U.S. delivery operations unify customer (CX), employee (EX), and partner (PX) experience to deliver consistently high-quality interactions and rapid technical resolution. CGS Nexus integrates value-based pricing coupled with outcome-based performance aligned with customers' financial and operational objectives to achieve the highest levels of customer experience.

Why outsource in the U.S.?



Native language advantage: Native English and bilingual English/Spanish and English/French-Canadian talent for nuanced communication with U.S. customers.



Deep technical bench: High digital literacy and abundant technical certifications support Tier 1–3 CX and complex tech support.



Scalable talent pool: 2.9M CX and tech support professionals nationwide to support rapid scale-up and specialized programs.



Digital infrastructure: 95% broadband penetration and industry-leading network reliability for stable, high-quality interactions.



Education ecosystem: 5,300 colleges and universities providing the world's largest tertiary talent pipeline.



Operational reliability: Mature commuting and urban infrastructure that reduces absenteeism and supports predictable staffing.



Regulatory predictability: One of the most stable, transparent compliance environments globally, ideal for regulated industries.

Why CGS Nexus U.S.?



Strategic U.S. footprint: Modern, secure contact centers anchored in Tampa, Florida, supported by an active-active data center architecture designed for escalation and technical workflows.



Experienced teams: Average agent tenure of 3–5 years in regulated or technical roles, enabling faster time-to-proficiency and lower error rates.



Enterprise-grade infrastructure: Redundant telecom and data center architecture engineered for uptime, resilience, and global failover.



Regulatory expertise built-in: HIPAA-ready, financial, and government-compliant workflows with ISO 9001/9002, SOC 2 Type II, ISO 27001, and PCI-DSS controls.



High-complexity support: Tier 2–3 technical support, executive-contact CX, warranty and entitlement management, and services coordination.



Global continuity anchor: U.S. sites operate as a business-continuity and quality anchor for global programs, ensuring consistent standards across regions.

AI-powered CX: smarter support, end-to-end



AI Agents: Manage routine, repeatable interactions across voice and digital channels, deflecting low-complexity calls before they reach live agents. This reduces handle time and wait times while maintaining brand-aligned, compliant responses. In the U.S., these virtual agents are tuned for native English and Spanish, using intent recognition and knowledge-base integrations to resolve issues quickly or route intelligently when human expertise is required.



AI Copilots: Sitting alongside our U.S. agents, copilots surface next-best actions, summarize prior interactions, and suggest compliant responses during live conversations. Agents gain instant access to relevant knowledge, policies, and context, enabling faster resolution, more personalized experiences, and delivery of consistently high-quality interactions in regulated environments.



AI Data & Analytics: Transform every interaction into actionable insight. CGS Nexus U.S. operations apply advanced analytics to identify failure points, predict volume and staffing needs, and uncover process improvements across channels and products. Leadership teams use these insights to optimize workflows, reduce cost-to-serve, and make confident decisions grounded in real-time operational performance.



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

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