

# Professional Services

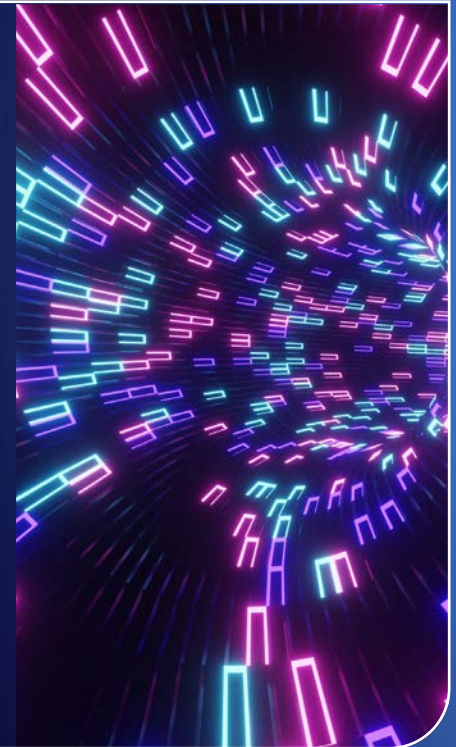


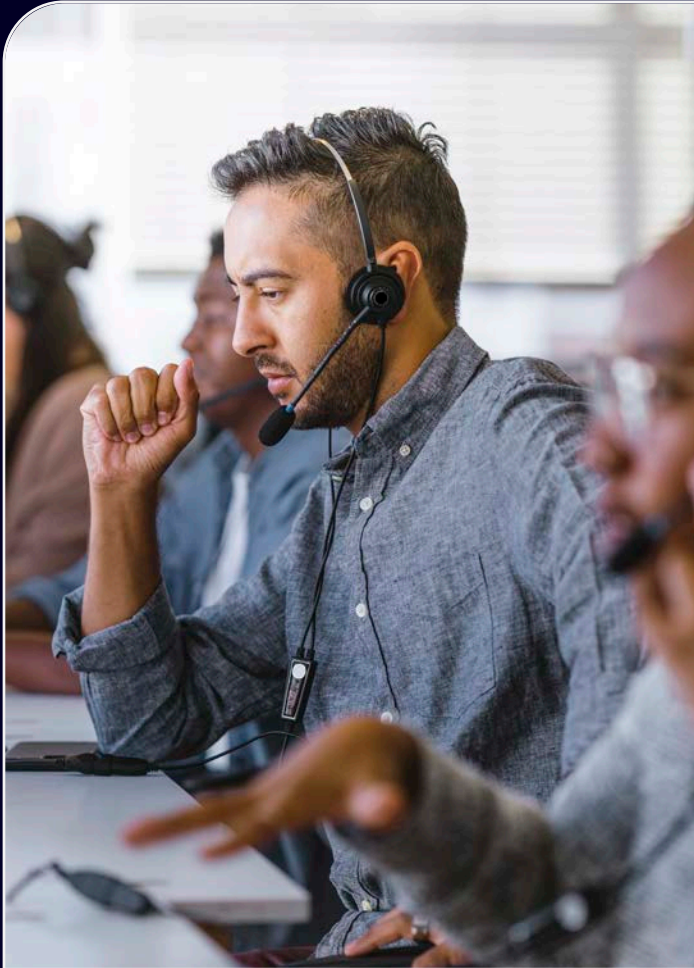
Secure, expertly delivered, journey-orchestrated onboarding, integration, and enablement that accelerate adoption, reduce friction, and maximize customer value. Designed for enterprises that need faster time-to-value, consistent global deployments, and secure, compliant implementations across complex ecosystems.

# Accelerate time-to-value with secure, structured Total Experience (TX) delivery

Customers expect your product or solution to “just work.” We deliver structured, secure, end-to-end services that make your product easier to adopt, easier to use, and easier to scale globally, solving challenges like:

- Long onboarding cycles
- Fragmented implementation workflows
- Insufficient user training
- High early-life support volumes
- Inconsistent deployment quality across regions
- Limited telemetry into customer adoption
- Security concerns with data, environments, and integrations





**CGS Nexus solves these challenges with a Total Experience (TX) professional services model that aligns Customer Experience (CX), Employee Experience (EX), Product Experience (PrX), and Partner Experience (PX) into one continuous journey.**

**Customer Experience (CX)** → Smooth onboarding & usage

**Employee Experience (EX)** → Enablement tools & training

**Product Experience (PrX)** → Adoption & long-term value

**Partner Experience (PX)** → Ecosystem consistency

We deliver structured, secure, end-to-end professional services that make your product easier to adopt, easier to use, and easier to scale globally.

**Measurable  
impact**

**20–40%**

**faster onboarding**  
completion and  
time-to-first-value



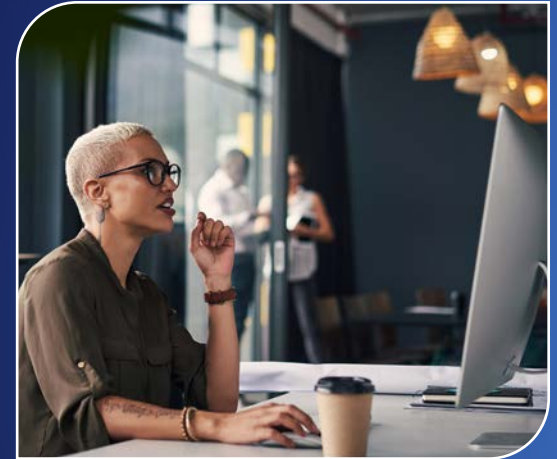
**UPTO  
30%**  
**lower operating  
costs**

**&**

**18%**  
**higher process  
efficiency**

**UPTO  
35%**

**shorter learning  
curves**  
and faster user adoption




**500+**

**digital  
transformation  
programs**


and 100M+ customer  
interactions managed  
yearly, supporting  
faster, more consistent  
global deployments


# Professional Services we offer

All services are highly configurable and can be delivered as project-based engagements, managed programs, or embedded team models to match your deployment strategy.

 **Onboarding & training:** Accelerate team readiness and reduce learning curves by up to 35% with immersive XR and AR-enabled onboarding, driving faster platform adoption and improved performance from day one.


 **Design & development support:** Scale custom projects and transformation initiatives with dedicated, multilingual specialists, delivering around 20% greater efficiency across your development pipelines and enabling seamless innovation at enterprise scale.

 **Build services:** Accelerate innovation with the design and development of custom workflows, automation components, and connectors tailored to your enterprise systems, enhancing functionality and speeding execution across digital transformation initiatives.

 **Integrations & configuration:** Speed up implementation and unlock up to 18% greater efficiency in project success as expert resources handle system

configuration, data flows, and platform integrations to streamline user journeys and maximize productivity.

 **Professional Support-as-a-Service:** Gain the agility and depth of embedded consultants, reducing overhead by up to 30% while resolving complex enterprise challenges in real time alongside your internal teams.

 **XR services:** Transform training, field enablement, and enterprise education with immersive extended reality (XR) solutions, using interactive simulations and virtual environments to build skills faster and improve knowledge retention.

 **Cybersecurity services:** Safeguard your enterprise with tailored cybersecurity services for security-intensive industries and high-risk environments, including secure architectures, risk remediation, and compliance support for global regulatory demands.

# CGS Nexus Journey Orchestration

CGS Nexus integrates onboarding, activation, training, and adoption workflows into a unified journey so customers experience a smooth, connected rollout from first login to long-term value. Our journey orchestration links onboarding progress, enablement engagement, product usage, and support signals to proactively identify where customers need additional training, configuration correction, or intervention.

- **Mapping onboarding stages** and customer progress across accounts.
- **Triggering proactive engagement** when customers stall or exhibit risk signals.
- **Intelligently routing onboarding tasks** to the right regional or specialist teams.
- **Connecting early-life product usage** with tailored enablement paths.
- **Personalizing training recommendations** based on customer behavior and roles.
- **Maintaining full lifecycle continuity** between Onboarding, Support, Success, and Renewals.

# AI & XR- empowered technology platform

Enterprise-grade activation and deployment ecosystems that combine AI, analytics, and XR to orchestrate complex programs with precision.

## 01

**AI Copilot for onboarding automation:** Maximize productivity and resource utilization with AI-driven orchestration, including step-based onboarding workflows, automated stage progression, intelligent task routing, and shared dashboards for customers and internal teams.

## 02

**Integration build tools:** Enable seamless, secure integration and rapid deployment with enterprise-grade tools that centralize API-based connectivity, encrypted data transfers, environment provisioning, and configuration repositories for streamlined operations.

## 03

**TeamworkAR for XR training delivery:** Accelerate onboarding and field support with immersive AR technology, cutting training time and resolving issues up to 30% faster for distributed teams via interactive modules, guided workflows, and remote or on-premise training sessions.

## 04

**AI-powered QA, analytics, and intelligence:** Ensure consistent quality and compliance with AI-powered quality assurance, adoption analytics, onboarding cycle insights, enablement engagement analysis, and configuration health monitoring across all service engagements.

## 05

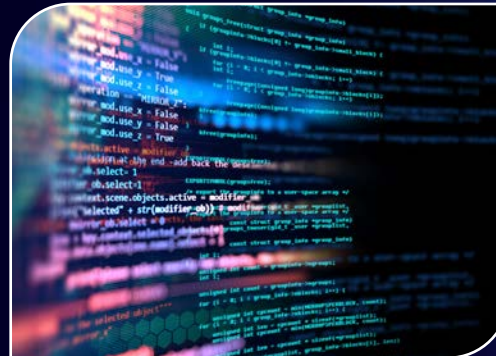
**Collaboration and knowledge infrastructure:** Connect global teams with secure documentation libraries, role-based access to project artifacts, and real-time collaboration spaces with product and engineering teams to safeguard institutional knowledge and accelerate decision-making.

# Global delivery & language coverage

CGS Nexus delivers services through a unified global delivery network designed for scale, resiliency, and multilingual excellence across every region.

## 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.

# Security & compliance

Security and compliance are embedded into every CGS Nexus Professional Services engagement, from environment design and integrations to training delivery and ongoing optimization.

CGS Nexus' core security controls	Professional services-specific security requirements
<b>Zero Trust architecture</b>	Segregated Dev/QA/UAT environments
<b>SOC 2 Type II, ISO 27001</b>	Secure configuration & change management
<b>Encryption (at rest + in transit)</b>	Data masking & secure transfer pipelines
<b>24x7 SOC + SIEM</b>	Controlled admin access to client systems
<b>MFA + RBAC governance</b>	Governed documentation repositories
<b>Secure VPN/SASE + endpoint controls</b>	Encrypted XR/AR training sessions
<b>Audit logging &amp; activity tracking</b>	Time-bound, project-specific access control
<b>Data governance frameworks</b>	Integration logging + approved configuration workflows

# Flexible commercial models

Choose a commercial model that aligns with your internal capacity, program risk, and deployment timelines.

- **Project-based delivery** – Ideal for defined onboarding or deployment initiatives with clear scope and timelines.
- **Milestone-driven engagements** – Tie investment to critical deployment stages and measurable outcomes.
- **Embedded team models** – Add dedicated experts who operate as an extension of your internal organization.
- **Retainer-based professional services** – Maintain ongoing access to specialist capacity for continuous optimization.
- **Hybrid deployment support programs** – Blend internal and CGS Nexus resources for complex or multi-region rollouts.



Ready to deliver faster adoption,  
seamless integrations, and  
secure, frictionless onboarding?

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

