CGS®

SUPPORTS RETAIL & HOSPITALITY

When it comes to providing a superior customer experience, retail companies have found that empowering their employees with new technologies and improving operations have lead to increased customer satisfaction and is absolutely critical to success.

Customer experience has gone far beyond customer service and, in a digital economy where customers are unceasingly digital, social and mobile, companies and brands must be on top of trends. CGS supports global retailers in creating a seamless, personalized, real-time experience that at once must be secure, convenient and delightful. Our Enterprise BPO, Learning and suite of Supply Chain technologies provide today's retailers with fundamental solutions.
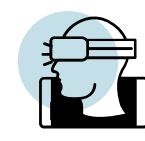
WHAT WE DO

- TECHNICAL SUPPORT
- LOYALTY PROGRAMS
- OMNICHANNEL SUPPORT
- CUSTOMER SERVICE
- AR TRAINING / REMOTE GUIDANCE
- MOBILE LEARNING
- BUSINESS INTELLIGENCE
- BACK OFFICE
- END-TO-END SUPPLY CHAIN MGMT.
- DESKLESS WORKER LEARNING
- CULTURE, DIVERSITY & LEADERSHIP TRAINING

GOLD 2019 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

2019 TOP 20 COMPANY — IT TRAINING / TRAINING OUTSOURCING / CONTENT DEVELOPMENT — TRAINING INDUSTRY

THE CHANNEL CO. CRN MSP 500 2019

Gartner.

2016-2019 Market Guide Key Customer Mgmt. BPO Service Providers

2016 PLM Market Guide

CRM Vendor Guide 2017 "Major Provider" (BPO)

"Midsize Provider" for Customer Mgmt. BPO Services in Competitive Landscape 2016

50+ MILLION CALL CENTER CUSTOMER INTERACTIONS ANNUALLY

75-85% First Call Resolution

OUR SUPPLY CHAIN SOLUTIONS SUPPORT **$40 BN+** OF ANNUAL RETAIL SALES

CGS ranks in TOP 14 Worldwide Contact Center Vendors

IDC MarketScape Worldwide Customer Care BPO Services Vendor Assessment

FROST & SULLIVAN

Chilean Contact Center 2016 Outsourcing Services Company of the Year Award

DESKLESS WORKERS
Specialized content creation tailored to growing audience of deskless workers

ANALYTICS
Millions of transactions monthly to demonstrate training ROI

LOCALIZATION
Curated content that includes localization and translations for global markets

20+ LANGUAGES SUPPORTED

- ENGLISH
- FRENCH
- GERMAN
- HUNGARIAN
- ITALIAN
- MAPUDUNGÚN (CHILEAN)
- ROMANIAN
- SPANISH

INDUSTRY AWARDS AND CERTIFICATIONS

THE GLOBAL OUTSOURCING 100 · CUSTOMER 2019 EXPERIENCE INNOVATION AWARD · GOLD 2019 STEVIE WINNER FOR SALES & CUSTOMER SERVICE · PCI DSS Compliant · ISO 9001 QUALITY ASSURANCE MANAGEMENT · ATLANTA'S BEST AND BRIGHTEST COMPANIES TO WORK FOR · AICPA SOC · 2016 FROST & SULLIVAN BEST PRACTICES AWARD GLOBAL INTELLIGENT MATERIAL HANDLING EQUIPMENT PRODUCT LINE STRATEGY LEADERSHIP AWARD

ACKNOWLEDGED BY

RetailDIVE · WWD · Apparel 2017 TOP INNOVATOR · NRF · FN · SOURCING JOURNAL