



APPLICATIONS

LEARNING

OUTSOURCING

SUPPORTS TECHNOLOGY

While rapid changes in technology make it possible to have remote workspaces and collaboration across the globe, it can also bring new learning curves to the enterprise-wide procedures that affect your business. Supporting some of the leading technology companies in the world for more than three decades, CGS helps reduce costs, improve performance and scale initiatives with comprehensive Enterprise BPO and Learning solutions.

CGS solves nearly 50 million help desk inquiries annually with 80% or better first-call resolution rate, meaning fewer calls get passed to our clients. And the better trained your employees are on product alignment, customer support, leadership and soft skills and sales methodology, the more successful they will be at driving revenue.



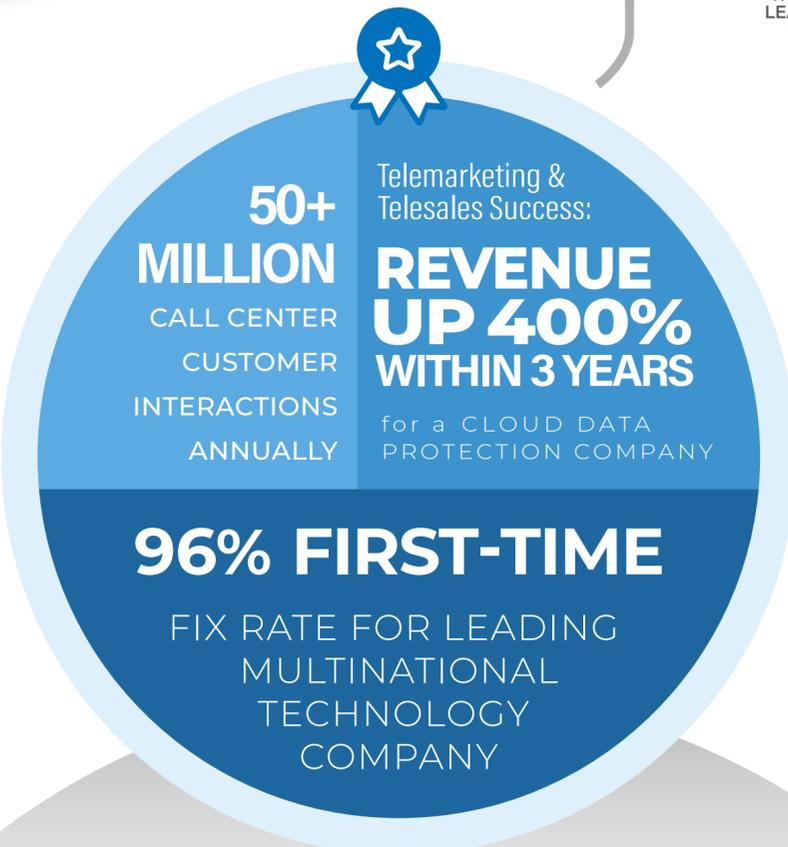
WHAT WE DO



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

2017 CRM Vendor Guide "Major Provider" Business Process Outsourcing"

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



CGS ranks in TOP 14 Worldwide Contact Center Vendors

IDC MarketScape Worldwide Customer Care BPO Services Vendor Assessment



Chilean Contact Center Outsourcing Services Company of the Year Award 2016

CGS in 2015 Europe Contact Center Outsourcing Buyer's Guide

500K+

Delivered 500,000+ virtual labs & designed 200+ certified exams

30% YoY

Generate average 30% YoY Channel sales increases

10K+

Manage over 10,000 business partners

20+ LANGUAGES SUPPORTED



ENGLISH



FRENCH



GERMAN



HUNGARIAN



ITALIAN



MAPUDUNGÚN (CHILEAN)



ROMANIAN



SPANISH

INDUSTRY AWARDS AND CERTIFICATIONS



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