▲CGS®

LEARNING

APPLICATIONS

OUTSOURCING

SUPPORTS FINANCIAL & INSURANCE INDUSTRIES

When overhauling business functions, looking for process improvements or preparing for new compliance measures, CFOs and CIOs can choose to manage everything internally, outsource or find a balanced approach. Any decision must not divert resources from the company's core strengths or limit the ability to take advantage of technological advances.

With CGS's Enterprise BPO and Learning solutions, both financial and insurance companies can proactively control costs and improve performance by leveraging our experts who deliver services in the languages of more than 2.25 billion people around the world from locations in the US, Canada, Romania, Israel and Chile, and India.

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
- SOCIAL MEDIA SUPPORT

Awards
- GOLD 2021 STEVIE WINNER FOR SALES & CUSTOMER SERVICE
- THE CHANNEL CO. CRN MSP 500 2021
- 2020 TOP 20 COMPANY — TRAINING OUTSOURCING / CUSTOM CONTENT DEVELOPMENT / IT TRAINING / EXPERIENTIAL LEARNING TECHNOLOGIES — TRAINING INDUSTRY
- IAOP 2020 The Global Outsourcing 100

Gartner.

2016-2020 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

65+ MILLION CALL CENTER CUSTOMER INTERACTIONS ANNUALLY

TELESALES TEAM SUCCESS:
CONVERSIONS UP 30%
Online Investment Platform: First-time Deposits per month

92% SUCCESS RATE
Finding and eliminating fraud attempts for Multi-National Banking and Financial Services Companies

FROST & SULLIVAN

New Product Innovation Award Customer Experience Outsourcing Services Industry, 2020

Chilean Contact Center Outsourcing Services Company of the Year Award 2016

INNOVATIVE TRAINING
3D Virtual Insurance Worlds; Augmented / Virtual Reality Microlearning

ENTERPRISE
Financial Svcs. training teams incl. designers, tech writers, PMs, instructors, Q&A

INDUSTRY EXPERTISE
in AML, BSA, OFAC, TISA, EFT, GLBA, FCRA, and Truth in Lending

20+ LANGUAGES SUPPORTED

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

INDUSTRY AWARDS AND CERTIFICATIONS

- IAOP GLOBAL OUTSOURCING 100 2021
- CUSTOMER 2021 EXPERIENCE INNOVATION AWARD
- GOLD 2021 STEVIE WINNER FOR SALES & CUSTOMER SERVICE
- PCI DSS COMPLIANT
- QUALITY ASSURANCE MANAGEMENT ISO 9001
- CONTACT CENTER WORLD AWARDS — WE ARE GOLD WINNERS NORTH & SOUTH AMERICA REGION — www.ContactCenterWorld.com
- AICPA SOC aicpa.org/soc
- FROST & SULLIVAN 2020 BEST PRACTICES AWARD