∧CGS®

CGS Builds & Scales the Workforce Powering Your Fundamental Business Relationships

300+ COURSES SPECIFICALLY TAILORED to the needs of Telecommunications companies

CUSTOM SOLUTIONS that:

- Increase employee engagement and retention
- Ensure consistency and quality of globally-delivered training
- Shorten Time-to-Performance with blended Learning programs
- Build skills quickly with Consulting & Learning Staff Augmentation

CUSTOM SERVICES

- Onboarding
- Compliance
- Process and Technical Training
- Sales and Product Training
- Customer Experience Training
- Leadership and Mgmt. Training
- Digital Transformation
- Learning Games + Simulations
- Training Services (ILT +VILT)
- Staff Augmentation
- Consulting

Award Winning Enterprise Learning Solutions for Media Telecommunications Companies

In the telecommunications industry, your ability to hire, retain and onboard the best talent quickly is essential for driving ROI and competitiveness. CGS first and foremost is a technology company that delivers custom learning and development solutions. We understand the challenges faced by telecommunications companies not only by working with some of the biggest names in the industry but through our own experiences. It is from this perspective that we build curricula based on your goals – whether it is to roll out products and services faster, to increase customer satisfaction, or to increase customer and employee retention.

95%	**1,500,000+**	**300+**
95% of customers return to CGS for additional learning solutions	Completed courses for telco companies	Courses relevant to telco companies

Custom Learning Solutions

Expertise: Our team is comprised of award-winning designers, program managers and forward-looking strategists who are leaders in learning strategy, technology and measurement. We've developed over 300 custom learning courses specifically for the telco industry leveraging innovative technology and key industry-specific metrics such as NPS, CSAT, and Call Resolution.

Recognition 2018

2018 TOP 20 COMPANY TRAINING OUTSOURCING TRAINING INDUSTRY

2018 TOP 20 COMPANY CONTENT DEVELOPMENT TRAINING INDUSTRY

Recognized consecutively 2008 - 2017

Training Industry awards CGS **"TOP 20 VENDOR"**

2017 TOP 20 COMPANY LEADERSHIP TRAINING TRAINING INDUSTRY

Agility: Our programs are flexible enough to serve the needs of thousands of employees with instructor-led training and the needs of deskless field service employees through the use of augmented reality for technical collaboration with SMEs. CGS helps improve learning outcomes and save companies money. We ensure that our programs move at the pace your business needs today through tested and proven processes and our use of agile methodologies.

Outcomes: We're serious about creating programs that enable businesses to adapt and seize new knowledge. Whatever the business need may be, we engage learners, deliver results, and ensure that a well thought out learning analytics plan is seamlessly integrated into the design, implementation and global rollout of every service we provide.

CUSTOM SERVICES

- 95% of customers return for additional learning services

- 300+ courses specifically tailored to the needs of Telecommunications companies

- Learning projects with 1.5 million completions within our Telecommunications partners

- Roster of 2,000+ expert instructors

- Global Focus: Supporting 27+ languages across 40 countries

- CGS Earns Top 20 Vendor for nine Consecutive Years by 'Training Industry' for our unique approach to IT Training, Content Development and Outsourcing solutions

- 30+ years of experience at work for you

The CGS Enterprise Learning group has a proven track record of helping many of the world's most admired telecommunications companies increase and retain valuable organizational knowledge. In fact, many of our customer partnerships are long-term relationships which exceed six years.

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> *"CGS Learning provides 95% of the support we get from outside vendors. We act as one big team on learning, training, instructor-led delivery content, development, consulting, learning analytics – anything around learning or training."* – Delivery Project Exec., IBM
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> *"CGS is always looking for ways to improve how we work and how they're working with us. It's not just from a CGS perspective, it's 'how is this really going to help us progress'…they identified the needs in our program and brought a solution to us that… is really going to change how we do things, not only in this program but at our company."*
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> *- VP, Technical Ops, NBC Universal University*
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About CGS Enterprise Learning

CGS's Enterprise Learning Group serves as a trusted partner to many of the world's most dynamic companies, delivering innovative, custom learning solutions that are essential to scaling people, processes and performance. CGS's custom professional development solutions range from interactive game-based eLearning to transformational technology rollouts. Each solution is designed to keep clients' employee-related business fundamentals strong in today's ever-changing corporate environment.

Headquartered in New York City, CGS employs more than 7,000 professionals across North America, Latin America, Europe and Asia. For more information, please visit **www.cgsinc.com**.

CGS Award Winning Enterprise Learning Solutions
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