

CGS BPO Propels SaaS Growth with Specialized Talent, Repeatable Playbooks, and AI-powered Insights.

Total Experience (TX) approach ensures all touchpoints, customer experience (CX), employee experience (EX) and partner experience (PX) align for growth

Why late-stage & newly public SaaS leaders choose CGS Nexus

- **Proven hyper-growth partner** — We helped an identity-management pioneer scale from **12 engineers to 200+ specialists across 11 business units**, delivering “follow-the-sun” support while the client focused on product roadmap and IPO readiness.
- **Velocity without overhead** — Rapid stand-up playbooks, multi-region delivery hubs, and zero-trust infrastructure speed market expansion and new-logo onboarding—without ballooning fixed costs.
- **Outcome obsession** — 95 %+ first-touch resolution, double-digit retention lifts, and six-figure annual savings per product line free capital for R&D, M&A, and shareholder-value initiatives.



Full-lifecycle Services Spanning the SaaS Customer Journey

Product & technical experience	Implementation & adoption	Value & revenue expansion
Tier 1–3 technical support (workforce & consumer IAM)	Professional services; build, design, project admin	Technical account management
Developer support & API enablement	Training & certification desk	CX/EX/PX analytics & reporting (ServiceNow, tableau, etc.)
Community moderation & KB curation	Product provisioning & User Acceptance Testing (UAT); digital customer success management	Renewals & upsell ops inside sales / SDR for PS, NGO & startup programs

CGS Nexus surrounds your customers—and your revenue stream—with specialized talent, repeatable playbooks, and AI-powered insight. Every function maps to board-level metrics that move the Street: **net retention, churn avoidance, cash efficiency, and customer advocacy.**

Fast-track proof: A venture-backed SaaS client cut engineering escalations **30%**, trimmed onboarding time **40%**, and boosted ARR renewals **15%** within 18 months—without adding internal headcount.

Ready to accelerate toward or beyond IPO?

Let’s talk. Email *<insert email>* or visit *<Insert landing page>* to schedule a growth-blueprint session.